
Technical Account Manager

Arnold Media Limited trading as NetRefer | Company Registration: C39896 | VAT #: MT 18464416

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TECHNICAL ACCOUNT MANAGER

The TAM is responsible for the successful delivery of NetRefer implementation projects for multiple companies including helping to create a project plan for each project and is responsible for following the plan, project budget, timelines and scope. The TAM manages technical resources to completion of each project technical and functional tasks related to core development and data management team and reports all project risks and scope changes to the CTO & CEO.

The TAM will thrive both in an independent and team environment. Must have excellent organizational and communication skills and be able to manage multiple, simultaneous projects and deadlines.

Responsibilities and Technical Skills Required:

- Manage entire project lifecycle
- Serve as single point of customer contact
- Managing client expectations
- Gather and document custom business requirements
- Responsible for project status and issue escalation to the Project Council.
- Responsible for initiating and monitoring project risk management procedures.
- Successful delivery of tasks from core information technology team members keeping with budget, timelines and scope.
- Overall project planning, direction and guidance.
- Monitoring of overall project resources and budgets.
- Review of strategies, methodologies and approaches for completion of deliverables by team members.
- Project leadership, team building, strategy consultation and advice in all aspects of implementation of the NetRefer software.
- Participate in quality assurance
- Review and sign off of all major deliverables for the project.
- Management of scope changes.
- Resource escalation.
- Assure 100% client satisfaction

Business Knowledge:

Demonstrates an understanding of the issues relevant to the NetRefer software and modules; maintains an up-to-date perspective and knowledge of the businesses; applies technology and business knowledge to solve business problems and create new opportunities.

Executes/Results Driven:

Sets and conveys clear goals and monitors progress; is accessible and supports relevant others; obtains results and adds value to the organization by making timely and sound decisions and influencing others.

Analytical Thinking:

Intellectual capacity to break down a problem or situation into its component parts, identifying implications, timeframes and sequences.

Attention to Detail:

Full dedication towards ensuring the highest levels of accuracy and quality of work. Focus on increasing efficiency and tracking organizational measures.

Collaboration and Teamwork:

Creates commitment to common goals; identifies competing interests and finds ways to balance them; values contributions of all team members and other constituencies; values team accomplishments over individual accomplishments; leverages others' strengths and experiences to achieve team goals; cooperates with colleagues and shares resources.

Client/Relationship Management: Establishes and builds relationships with clients. Applies knowledge to the business and provides personalized, value-added service. Demonstrates willingness to meet needs of clients by pursuing improved courses of action; delivers products and services that best serve client needs; uses client feedback as a basis for improving service and performs necessary follow-up work without being prompted.

Minimum Requirements:

- Minimum of 3 years practical functional experience with project management and project management tools.
- An understanding of the iGaming and Affiliate Marketing industries.
- Strong knowledge of system testing best practices and methodologies.
- Extensive practical knowledge using Microsoft Project or other project management tools.
- Proven best practice project management skills.
- Excellent written and oral communications skills
- Ability to prioritize effectively and handle shifting priorities professionally
- Ability to communicate ideas in both technical and user-friendly language.



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Hours

This is a position with some flexibility in hours. The TAM will be expected to deliver a full 8-10 hours per day, as needed. Applicant must be willing to work additional or nonstandard hours to support delivery of time critical project deadlines.

Compensation

Arnold Media provides a competitive compensation package based on the skills and experience of the selected candidate. This salary package will include participation in company benefits including incentive remuneration, mobile phone and health care coverage.