



## Who We Are

Detack GmbH has been an independent supplier of quality IT security auditing and consulting services for more than fifteen years. We are an international, small and agile team of experienced, determined and highly motivated professionals.

We are now looking for a qualified **Technical Account Manager (TAM)** to achieve and address our customers' technical goals and requirements.

## Technical Account Manager / TAM (f/m)

### Job Summary

As a **Technical Account Manager (TAM)** you are a main advisor to clients using EPAS, our enterprise password analytics and strength enforcement solution, and will support our national and international customers (on-site and external).

### Your Responsibilities

- You are a front-line customer facing support part and are directly managing for the overall growth, quality, and satisfaction of the customer's support relationship;
- Supervising the invoicing process, doing presentations about EPAS to potential customers and providing technical demonstrations and technical service before and after the point of sale;
- Rapport with the customers: You create a support relationship with the customers;
- Give technical presentations and demonstrations in English and German;
- You will support the IT and sales departments in their business activities facing the clients; expert technical service and customer acquisition are not expected from you, but can be developed over time, should you desire this;
- You will keep the relationship with our customers and will be able to understand their IT infrastructures, internal processes, and business needs.

### Qualifications

- Good written and verbal communication skills in German and English are mandatory;
- Experience in support, sales, account management or presales in IT environments with a good understanding of needs of enterprise or public sector customers;
- Organizational, communication, project management, change management, and problem-solving skills;
- Technical skills and former experience in managing accounts and technical projects; top level knowledge if IT technologies with focus on IT security challenges is expected;
- Ability to work effectively without direct supervision;
- Experience in supporting billing processes;
- Good understanding of strategic sales process;
- Good communications and interpersonal skills, including ability to interact and communicate with high-level (CEO, CTO, CISO) personnel;
- Experience with training and presentation delivery is an advantage;
- Optionally, bachelor's level degree in computer science or an engineering, mathematics, another quantitative field or equivalent technical training and industry experience;



### **What we expect of you as a person**

- Ability to work as a team player as well as working self-contained;
- Be a self-learner: willingness to solve issues and ability to search for solutions in available public sources;
- Ability to travel internationally, the geographical focus will develop over time along with the company's growth.
- Willingness to move to Ludwigsburg or vicinity.

### **Our offer:**

- Working in an international team and for national and international customers;
- State-of-the-art technology to work with;
- Permanent contract with full-time working hours;
- Good business location in Ludwigsburg near Stuttgart;
- A very attractive salary;
- Further benefits to be discussed.

Please provide your full CV including a letter of intention and any personal projects to: [jobs@detack.de](mailto:jobs@detack.de)