



Technical Account Manager (TAM) Contract to Hire Denver

Semler Scientific is seeking a Technical Account Manager (TAM) to join our team. The Technical Account Manager provides a bridge between Medical and Information Technology professionals to ensure successful integration of Semler's QuantaFlo product.

In this role, you will work alongside Regional Account Managers to build and maintain pre-sales and post-sales relationships with our customers. You will serve as a primary, technical point of contact for both internal and external stakeholders, ensuring customers realize the value of our solutions, implementations are successful and internal teams are informed of potential growth initiatives. You will manage QuantaFlo implementation projects by guiding the Customer's and Semler's technical resources. You will work hand-in-hand with account managers on opportunities to improve the customers install base. Additionally, you will also act as a voice of the customer to escalate problems and to drive prioritization of business needs for our customers.

The TAM will be responsible for 5-10 large, complex accounts. From a skill set perspective, this is a technical leadership role that requires a high level of relationship building and communication across many levels of the client and Semler verticals. You are passionate about customer management, relationship management, customer service, requirements tracing and technical to non-technical translation.

Role & Responsibilities:

- Participate in deep architectural reviews, ensure solutions are designed for successful deployment and growth.
- Oversee the implementation, adoption, and integration of products within customers infrastructure.
- Provide leadership for customers initiatives. This could include project management and solutions architecting functions.
- Design and develop innovative solutions to customer requirements, with assistance from our internal R&D, tech support and product management teams.
- Document best practices in developing and deploying solutions, uniquely defined per customer.
- Facilitate resolution of customer issues by coordinating within tiered tech support team.
- Function as a technical resource for product best practice, customer questions and act as liaison between customers and internal functions.
- Develop a deep understanding of the customers' clinical requirements and aligning our solution to function within their environment.
- Maintain full alignment with field based sales teams on renewal and up-sell strategies - focused on customer retention.

- Where knowledge gaps exist, identify where these can be addressed by existing function or by potential product enhancements.

Skills & Experience

- 5+ years' experience supporting enterprise level clients
- 3+ years of experience in an enterprise support environment
- 2+ years of experience in two or more of the following: SaaS solutions, network and desktop operating systems, enterprise resource planning and network security
- 8+ years of experience in a fast-paced environment dealing with external customers
- Past ownership of large complex customer facing technical programs
- Solid technical background in at least 2 of the following areas: xml, operating systems, desktop deployments, mobility, networking, security, system administration and technical architecture; preferably with industry certifications
- Must be agile and able to adjust quickly to many different situations and challenges
- Must be a fast learner with the ability to explain technical concepts to a variety of audiences
- Business acumen and problem-solving skills with the ability to influence change at all levels
- Effective at working independently and in a virtual team setting
- Strong organizational skills with the ability to manage competing client demands
- Ability to travel up to 25%
- Bachelor's degree preferred or demonstrated equivalent experience
- Healthcare industry experience a plus.

Please submit resume to careers@semlescientific.com