

Atypon Systems, Inc.

JOB DESCRIPTION

Account Manager

Location: Santa Clara, CA
Reports to: Manager of Client Services

Description

Account Managers build a comprehensive knowledge of our digital publishing platform and provide our customers with prompt and knowledgeable support. They establish strong relationships with customers, becoming their go-to resource and primary point of contact within Atypon. Account Managers work with software engineers and product managers to launch new websites, guide product development, and troubleshoot software defects.

We are seeking candidates with excellent analytical skills who take initiative to find creative solutions to customers' business and technical problems with the goal of consistently exceeding their expectations.

Responsibilities

- Establish an excellent rapport with new and existing customers and advise them on how to maximize their investment in our software.
- Build a comprehensive knowledge of the customers' platforms and use that knowledge to help them get the most out of our products.
- Own the relationship with customers, properly set their expectations, and ensure that their needs are met in a timely manner.
- Work with software engineers and product managers to achieve the successful launch and operation of advanced content websites and to implement new features.
- Work tactfully and effectively with vendors and third party partners to facilitate smooth operation of customer websites.
- Regularly evaluate levels of customer satisfaction and proactively identify areas for improvement and address potential concerns.
- Deliver product training for new and existing customers and assist with training of new coworkers.

Requirements

- Bachelor's degree or higher.
- Demonstrated problem solving ability.
- Understanding of the publishing and information industries. Background in online journal or book production a plus.
- Excellent organizational skills.
- Ability to juggle concurrent projects, work under pressure, and meet deadlines.

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- Strong oral and written communication skills.
- History of building and owning relationships with enterprise partners.
- Willingness to work with teams in multiple time zones.
- Familiarity with common desktop applications.
- Experience working with XML DTDs and schemas, HTML, JavaScript, CSS, and other web technologies a plus.

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