

Technical Account Manager

A newly created role within the Account Management team for an enthusiastic, confident Technical Account Manager to drive the adoption of our automation services and API usage across the customer base.

Location: Borough, London

Competitive salary dependent on experience. Company performance-related profit share, healthcare insurance & wellbeing benefits.

About Liv-ex

With over 630 members worldwide, Liv-ex is today the global marketplace for the wine trade.

We offer a multitude of business services covering trading opportunities, data, logistics and various automation technologies; aimed at a diverse group of wine businesses, from ambitious young start-ups to established merchants and traders.

Our aim is to make the wine trade more transparent, efficient, and safe, for the benefit of our members and the market as a whole.

We are hardworking, committed and action oriented, retaining a valued neutrality in the market.

Founded in 2000, Liv-ex has grown to serve a growing number of members in the B2B sector, with an ever-expanding range of services. We help our members and other stakeholders to better understand the fine wine market and identify profit opportunities.

Summary Purpose

Liv-ex is looking for an enthusiastic, confident and hardworking technical account manager to join the commercial team reporting to the Head of Account Management. You will lead and help set the Automation & Integration strategy, selling the broader vision for Automation both internally and externally.

Responsibilities

- Work alongside the Account Managers and the Product team to drive the adoption of our Automation services, including our suite of APIs
- Develop and grow relationships with our automation customers
- Clear understanding of our customers business needs
- Manage our developer partner program with ERP and software development providers
- Liaise with key stakeholders both internally and externally to help drive new projects and solve service requests, with an array of systems
- Lead a small team

Knowledge, Skills and Experience

Essential:

- 3-5 years of previous experience in a Technical Account Manager role or similar
- Excellent technical, communication and organizational skills
- Natural interest in technical sales/presales with good commercial acumen
- Experience in onboarding and consulting with customers through their integration journey
- A broad knowledge of ecommerce systems and best practice, ERPs, CRMs and similar business systems
- Experience in project management and delivery, providing support for technical integrations and APIs
- Experience with SQL, to query and analyse data
- Strong relationship building skills – service minded with a keen interest in building long-term business relationships
- Demonstrable ability to improve processes and propose new product improvements
- Highly organised and proactive, with excellent attention to detail
- Flexible and adaptable team player with the ability to work well in a fast-paced environment
- A problem solver with strict attention to detail
- Genuine willingness to learn and get involved

Desirable:

- Bachelor's or Graduate's Degree in computer science, engineering, mathematics, or information systems
- A keen interest and understanding of the fine wine market.
- Spoken French

To apply, please send a copy of your CV with a cover letter to outline why you are interested in this opportunity to our HR team at clientresourcing@strattonhr.co.uk