JOB OUTLINE

Job title:	**Technical Account Manager**
Hours:	**37 hours per week, 52 weeks per year**
Reports to:	**Technical Services Manager**
Team:	**Technology in Schools**
Location:	**Hybrid working – 2-3 days per week remote or onsite at educational settings, or as required to meet business needs.**

PURPOSE OF THE JOB

As a Technical Account Manager, you will apply deep technical expertise to understand, troubleshoot, and optimise IT environments across schools, settings, and trusts. Following a major transformation project, the service is entering a steady state, requiring proactive technical alignment, issue resolution, and service optimisation. You will act as a strategic technical advisor, helping educational clients navigate complex infrastructure challenges, maximise uptime, and realise the business value of IT investments. Your role will be pivotal in driving customer satisfaction, identifying risks early, and delivering measurable improvements in performance and reliability.

MAIN AREAS OF RESPONSIBILITY

- Provide technical leadership and strategic guidance to schools and trusts with TiS comprehensive contracts
- Conduct regular technical reviews to ensure alignment with best practices and evolving needs.
- Proactively identify and resolve technical issues before they escalate.
- Optimise IT systems and infrastructure to improve performance, reliability, and security.
- Collaborate with engineers, architects, and project managers to deliver seamless service.
- Translate technical insights into business value, helping schools understand ROI and risk mitigation.
- Support under-invested IT environments with long-term strategic planning and innovation.
- Maintain detailed documentation of client environments, technical actions, and recommendations.

- Act as a trusted partner in client engagements, fostering long-term relationships.
- Adapt effectively to changing business needs and priorities, as necessary.

PERSON SPECIFICATION

Knowledge of:
- IT systems architecture, infrastructure, and cloud technologies.
- Risk management, ROI analysis, and value delivery in educational settings.
- Monitoring tools, performance metrics, and technical KPIs.
- Microsoft 365, Azure, and other relevant platforms.
-

Essential Skills and Experience:
- Proven experience in technical account management or a similar client-facing technical role.
- Strong understanding of IT systems, networks, cloud platforms, and service delivery models.
- Experience with Microsoft 365 Education and/or Google Workspace for Education environments.
- Excellent communication and interpersonal skills, with the ability to build strong relationships with clients at all levels, from school IT coordinators to trust leadership.
- Ability to manage multiple client accounts and projects simultaneously, including coordinating internal technical resources.
- Strong problem-solving skills with a proactive, solutions-focused approach to client support.
- Experience working with Service Level Agreements (SLAs), performance metrics, and reporting.
- Ability to translate technical information into clear, business-relevant insights for non-technical stakeholders.
- Understanding of device management tools (e.g., Intune, Google Admin Console) and basic networking (wired, wireless, VLANs).

Desirable Skills and Experience:
- Previous experience in the education sector, particularly working with schools, academies, or Multi-Academy Trusts (MATs).
- Knowledge of safeguarding-related IT requirements (e.g., web filtering, monitoring, DfE guidance).
- Familiarity with cloud services, cybersecurity best practices, and UK GDPR/data protection regulations.

- Awareness of MIS platforms (e.g., SIMS, Arbor) and their integration with cloud systems.
- Project management experience or relevant qualifications (e.g., PRINCE2, Agile).
- Technical certifications (e.g., Microsoft, Google, Cisco, CompTIA).
- Experience developing and delivering training, workshops, or technical documentation for non-technical audiences.

Performance Indicators:
- 99% system uptime across managed environments
- 95% proactive issue resolution before escalation
- 97% CSAT score for Technical Account Management services
- 90% of strategic clients demonstrate measurable ROI from IT investments
- 100% of assigned schools receive annual technical alignment reviews