

Job Description – Technical Account Manager (ASE – Account Support Engineer)

POSITION SUMMARY:

The Account Support Engineer (ASE) is assigned to specific Data Center Sites. The Account Support Engineer is the central point of contact for coordination and delivery of all TERiX support services. The ASE shall also perform many of the proactive services described below. The ASE shall be responsible for understanding Client hardware and software configurations and application criticality. The ASE monitors ongoing activities to maintain an up-to-date understanding of Client business, and manage or perform service delivery as required to meet Client's business objectives. The ASE shall be responsible for coordination of deliverables across all Client servers covered by the Support Plan. The ASEs perform proactive work Monday through Friday, between 8:00 a.m. and 5:00 p.m. (local time) except Client holidays. The ASE's availability is intended to be sufficiently flexible to meet Client's requirements.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Create and maintain Account Support Plans including documentation of software and hardware products and levels, support personnel and escalation paths for both subcontractor, TERiX and Prime contractor and End-User.
- Technical liaison to TERiX's Support Organization
- Facilitation of TERiX response Center processes
- Escalate critical issues to appropriate TERiX entity
- Manage TERiX support activities on-site
- Assist the Response Center Engineer with patch analysis process
- Attend appropriate Client meetings
- Schedule and participate in monthly support delivery reviews.
- Provide a focal point for all TERiX support issues
- Coordinate activities across the Client Footprint
- Help with critical planning for new projects
- Delivery of consulting topics such as:
 - Security Review
 - Performance Analysis
 - Change Planning
 - Performance Resource Utilization
 - New System Startup Assistance
 - Network Management Review
 - Network Configuration Review
 - Locally Defined Topics

Further Responsibilities from a hardware perspective include:

- Work with the on-site support team to review Client's calls placed to the TERiX Response Center to identify trends and potential problems as needed
- Work to provide enhanced patch management assistance
- Provide reports based on support performance
- Serve as Client personal contact for TERiX Response Center issues
- Perform patch analysis and proactively work with Client, third party software vendors and the assigned resources to ensure optimum system uptime.

JOB REQUIREMENTS:

EDUCATION/TRAINING:

- OEM Certifications (in any or all disciplines – IBM-AIX, Sun, HP, Dell, EMC)
- BS/BA in related field plus 10 years of experience in a distributed UNIX environment and/or equivalent.

EXPERIENCE/SKILLS:

- 5 years of front line Customer Service / Field Engineering support
- 3 years of third party partner management and direction
- 5 years of Project Management experience, to include system implementations, relocations and enterprise hardware / software upgrades.
- Minimum of four years experience with Sun, HP Unix 11iv1 or 11iV2.

PHYSICAL REQUIREMENTS:

- Ability to travel as needed to support business initiatives

AVAILABILITY REQUIREMENTS:

- Available to work rotating shifts, covering 24 hours a day, 365 days a year
- Available to work on call shifts as needed
- Available to travel approximately up to 35% of time

WORKING RELATIONSHIPS:

- Reporting Relationship: Manager, Service Delivery
- Internal Relationships: Service Delivery, Sales, Finance and Logistics
- External Relationships: Third Party Partners, End Users

LOCATIONS:

- Austin, TX
- Ashburn, VA
- Colorado Springs