



## Technical Account Manager (TAM) - Google Cloud Platform

### Minimum qualifications:

- Bachelor's degree in Computer Science, Engineering, related technical field or equivalent practical experience.
- 3 years of experience in a customer-facing role, interfacing with executive stakeholders, driving customer technical implementations or transformation programs.
- Experience supporting customers in one of the following: cloud operations (launch/capacity planning, product release management), technical support, escalation management, IT consulting.

### Preferred qualifications:

- MBA or Master's degree in a management, technical or engineering field with 7 years of customer-facing experience.
- Experience in application/workload migration to public cloud providers.
- Experience collaborating with channel partners, systems integrators, and third-party developers to deliver high-impact solutions.
- Experience collaborating across business units internally and at large enterprises.
- Understanding of one of the following: IT operations, database systems, networking, IT security, application development, service architecture, cloud-native application development, hosted services, storage systems, or content delivery networks.
- Excellent communication, presentation, problem solving, and management skills, with experience translating business requirements into technological solutions.

### About the job:

- As a Technical Account Manager (TAM), you will draw on your customer-facing skills and technical acumen to help customers successfully adopt Google Cloud products. Your previous experience with cloud infrastructure, program management, enterprise technology implementation, strategy development, and customer advocacy will play a critical part in your day to day work driving success at our most critical customers.
- You will lead the successful adoption of Google Cloud at leading organizations, guiding them through the strategic and technical facets of their Cloud transformation journey. You will manage the successful delivery of Professional Services engagements to drive customer adoption of Google Cloud services, like Google Compute Engine, Google Cloud Machine Learning, Google Kubernetes Engine, BigQuery, Google Workspace, Google Chrome and many more. As a TAM, you will regularly engage with diverse stakeholder groups, including executives of large enterprises and a cross-functional and geographically dispersed team. A successful TAM utilizes their relationship management skills and technical credibility to effectively communicate at all levels of the organization.

- Google Cloud provides organizations with leading infrastructure, platform capabilities and industry solutions. We deliver enterprise-grade cloud solutions that leverage Google's cutting-edge technology to help companies operate more efficiently and adapt to changing needs, giving customers a foundation for the future.

**Responsibilities:**

- Accelerate customer adoption of Google Cloud by leading the implementation journey. Provide technical guidance and manage timelines, milestones, migration goals, and business transformation strategies.
- Advocate for customer needs in order to overcome adoption blockers and drive new feature development. Lead across multiple work streams and teams to maintain customer momentum.
- Develop strategic relationships with stakeholders to understand a customer's business and develop strategic roadmaps. Lead quarterly business reviews and executive sessions to better understand business and technical needs.
- Plan for customer events and launches, partnering with the Support, Engineering, and Customer Success team to ensure customer success during critical moments. Work with customers and Support to guide issues/escalations to resolution.
- Develop best practices and assets based on learnings from customer engagements to support initiatives to scale through partners and accelerate cloud adoption.

**About Suitebriar:**

Founded in 2010 as one of the first G Suite launch partners, Suitebriar's expertise and offerings now span the entire portfolio of Google Cloud Solutions. Today, as a Google Cloud Premier Partner, our team of certified experts help organizations accelerate their digital transformation and get the most from the Cloud.

Google Cloud helps millions of employees and organizations empower their employees, serve their customers, and build what's next for their business — all with technology built in the cloud. Google Cloud products are engineered for security, reliability and scalability, running the full stack from infrastructure to applications to devices and hardware.

**Employment Type:**

- Full-time Employee

**Job Functions:**

- Engineering - Google Cloud Deployments
- Project Management

**Benefits:**

For your hard work and dedication, you will be rewarded with a competitive base salary, and benefits including but not limited to:

- Competitive Base Salary
- 401k with company match
- Vacation/PTO
- Paid Holidays
- Medical/Dental/Vision