

Sr Principal Technical Account Representative (TAM)

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Company: Oracle

Location: Bogotá

Category: other-general

Our customers will measure our contribution to their success based on the value they receive from our services. TAMs are responsible for the overall governance and technical service delivery. They help customers maximize the business value of their Oracle investments, achieving the desired business outcomes while minimizing risk. To do this, TAMs must become trusted advisors to the customer, ensure consistency and quality of deliverables, help customers deliver their IT strategy, overcome challenges and meet business goals, and use leading practices for successful Oracle technology and Cloud deployments and operations. The Services Portfolio includes Managed Services, On-Premise, Hybrid Cloud, Applications, Platforms and Databases (SaaS/PaaS/IaaS), and Security services that TAMs may manage in full or in part.

Career Level - IC5

Develop and Manage the Oracle Customer Relationships by forming long term, high level, relationships with the customer stakeholders. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Is expected to, be a leading contributor providing direction and mentoring to others on the team. Display authority, confidence and a significant understanding of the customers' business strategy and industry drivers. Understand the customer organization structure and key stakeholders, key projects and goals, and critical success factors as well as technical infrastructure and roadmap.

Work collaboratively with sales, the delivery teams and customers to identify appropriate solutions.

Coordinate delivery of Oracle Services, operating as the primary delivery contact to the customer, aiding and facilitating customer communications and activities across other Oracle lines of business.

Monitor, report and communicate on complex projects for effective and efficient use of Oracle delivery resources, achieving the contract margin and revenue objectives.

Identify and submit delivery leads for new opportunities and contract renewals.

Act as a point of contact for any major incidents, responsible for managing communication and customer expectations through resolution.

Establish and maintain a delivery governance model with the customer at the most senior management and senior executive levels.

Perform proactive scope and risk management. Lead complex account planning and reviews.

Often takes a project/program lead role. Provide leadership and expertise in the development of new products, services and processes. Lead initiatives for organizational process improvement and tool development.

Contribute to the organization at a regional level to drive regional and global strategy execution.

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