SKILLBRIDGE TECHNICAL ACCOUNT MANAGEMENT PROGRAM

The Challenge

Qualtrics is on the cutting edge of Experience Management (XM); helping our clients to provide the best experiences for their customers and employees. We are seeking people to join an industry-leading team to help our clients ensure their most common touchpoints and experiences with Qualtrics are extraordinary. We seek people with the potential to become future leaders in our company and the SaaS industry.

This role is part of the Skillbridge Program and is approved by the Department of Defense (DoD). Service members from any branch transitioning from active duty may apply if they meet the eligibility requirements. DoD Instruction 1322.29 allows service members to participate in the program with command approval. Your transition office will provide candidates with the necessary documentation to obtain approval. For further information about the DoD Skillbridge Program, visit: https://dodskillbridge.usalearning.gov/

The Expectation for Success

Technical Account Managers (TAMs) are the unequivocal technology experts at Qualtrics. As a TAM, you will partner with Corporate and Federal Government clients to accelerate adoption of Qualtrics technology and incorporate it into client programs. This enables your client organizations to accomplish their missions. You will leverage your knowledge and experiences as a Qualtrics technology expert to advocate and advise while forming relationships with our most strategic clients. You will provide technical solutions and configuration services that directly contribute to the long-term success of high impact government programs, and you will excel by providing a unique combination of technical, relational, and advisory skills.

As a TAM, you should be a tech savvy professional who is able to explain technical information to a non-technical audience and capable of creating lasting client relationships, enabling client organizations to measure and improve performance and ultimately, better serve our communities.

A Day in the Life

Thought Partnership

- Assess long-term program strategy and identify solutions that drive measurable success
- Evaluate your client’s program needs and work cross-functionally within Qualtrics to prioritize and advocate for software feature enhancements on their behalf
- Collaborate with internal account team and Qualtrics leadership on high level client relationship and program strategy
Technical Advising

- Demonstrate unparalleled product expertise and problem-solving acumen to recommend software solutions tailored to your client’s needs
- Develop a deep understanding of client goals and objectives to advise on relevant programs and technical solutions
- Build systems to facilitate program objectives, enhance effectiveness, and measure reliability of services
- Assist clients with executing regular maintenance activities (e.g., handling outages, assisting with root cause analysis, troubleshooting technical questions and issues)
- Train your clients on new and relevant platform features

Technology Services and Configuration

- Seamlessly integrate new product features into existing programs
- Design and document functional and technical requirements and help scope projects by understanding timelines and associated levels of effort
- Provide build and configuration services to advance client objectives and enable strategy

Paul is a Technical Account Manager at Qualtrics

Prior to joining Qualtrics, Paul led a logistics team in Naval Special Warfare.

Paul joined Qualtrics to help clients rapidly close experience gaps using cutting edge science and technology.

Meet some members of the TAM team here: Meet the TAMs

Minimum Requirements

- Bachelor’s degree or higher
- 2-5 years work experience, military or civilian
- An interest in leveraging tech to improve government performance & citizen experience
- Experience working both independently and as a member of a project team
- Ability to articulate technical concepts to a non-technical audience
- Detail-oriented with an ability to prioritize and meet deadlines
- Strong problem-solving skills and ability to learn software and data analysis
- An ability to grasp clients’ needs and recommend value-added solutions
- Excellent verbal and written communication skills
- Ability to obtain a government clearance and pass a background check
Preferred Requirements

- Experience working with or within federal government agencies
- Familiarity with Program Evaluation and Research Methods
- Previous experience in a technical, consulting, or client-facing role
- Coding classes or skills (MATLAB, R, Python, VB, Java, CSS, HTML, etc.)
- Project management certification
- Security clearance

Benefits

- Competitive salary
- Semi-annual performance bonuses
- Relocation bonus for out of state applicants
- Improved qualifications/technical skills (HTML, Javascript, CSS)
- 30 paid days off - 15 PTO days + 5 Personal Days + 10 Holiday Closures (additional PTO days after one year)
- Qualtrics Experience Program - $1500 for an experience of your choosing (eligible after one year)
- Fun, inviting, and inclusive work environment made up of passionate, kind, and smart people who exemplify what it means to be a team

Qualtrics Q-mmunity

We are proud of the community that has developed at Qualtrics. Every day it becomes more robust and, along the way, it matures and develops us into a better team through education, focus, advocacy, and fun. It is a solidifying piece of the #OneTeam mentality that we operate with.

The Q-mmunity is essentially a mix of the Q Groups, our Corporate Social Responsibility groups, and other social groups. These groups include but are not limited to MosaiQ, Q Pride, Q&Able, QSalute, and Women’s Leadership Development (WLD). Take a deeper look at our Q-mmunity here.