

## Technical Account Manager

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Company: Nutanix

Location: Australia

Category: other-general

ServicesCanberra,AustraliaReq.Num.: 26478 Do you have strong expertise in virtualization, cloud services, and data center infrastructure? If so, join our Professional Services team at Nutanix as a Technical Account Manager (TAM) in Canberra (Australia) and become a trusted advisor to our valued customers, while gaining access to cross-functional teams and leadership, and enjoying the opportunity to work with cutting-edge enterprise solutions.

Professional Services at NutanixThe Technical Account Manager (TAM) would be part of Nutanix's Professional Services (PS) organization. This team is responsible for ensuring customer satisfaction and building trusted advisor relationships with Nutanix customers. The PS team works closely with cross-functional teams such as Support, Engineering, Product Management, and Marketing to provide technical expertise and support to customers. The team focuses on understanding the customer's business priorities, operational model, and IT initiatives, and leverages their knowledge of Nutanix products and industry-leading enterprise solutions to assist customers in achieving their goals. The team also plays a vital role in problem-solving, risk mitigation, and alignment to best practices. Your Role Develop deep understanding of customer's business priorities and IT initiativesAct as technical subject matter expert and trusted advisor for Nutanix platformAdvocate for the customer and facilitate communication with cross-functional teamsMitigate operational issues and ensure customer's production environment is following best practicesConduct regular reviews and interactions with executive sponsorsCoordinate critical issue management and escalationEstablish direct relationship with account stakeholdersEnsure TAM value-added processes align with scope and compliance What You Will Bring Must hold Australia Government's NV2 Security

Clearance You should be based in Canberra, Australia or within a reasonable radius for regular on-site customer visits 5+ years' experience in an enterprise data center environment, ideally with a leading IT infrastructure or software vendor, with a strong understanding of enterprise account technical management. 3+ years virtualization expertise, including VMware vSphere. Nutanix platform knowledge and expertise is highly desired, including AOS and AHV experience. 2+ years of customer-facing technical roles, with experience in TAM, CSM, or Presales engineer positions recommended Excellent communication, project management, presentation, facilitation, negotiation, conflict management, and problem-solving skills required with the ability to build trusted partner relationships with premier customers in the enterprise, financial services, and public sectors. Ability to scale from technical engagements and guidance to mid-level IT management interaction. Travel 10 - 30 % of the time. Depends on the arrangement with the stakeholders

**About the Team About Your Manager:** Your manager for this role will be Rohit Kerhalkar, the Sr. Director Services APAC at Nutanix. Rohit is known for his leadership skills and dedication to supporting his team members in achieving their goals and professional growth.

**How We Work:** At Nutanix, we embrace a hybrid work model that allows for flexibility and balance. Our focus is on achieving results while also prioritising work-life balance and well-being.

--Nutanix is an equal opportunity employer. The Equal Employment Opportunity Policy is to provide fair and equal employment opportunity for all associates and job applicants regardless of race, color, religion, national origin, gender, sexual orientation, age, marital status, or disability. Nutanix hires and promotes individuals solely on the basis of their qualifications for the job to be filled. Nutanix believes that associates should be provided with a working environment that enables each associate to be productive and to work to the best of his or her ability. We do not condone or tolerate an atmosphere of intimidation or harassment based on race, color, religion, national origin, gender, sexual orientation, age, marital status or disability. We expect and require the cooperation of all associates in maintaining a discrimination and harassment-free atmosphere.

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