Technical Adoption Manager (TAM)

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Company: Broadcom Inc.

Location: Perth

Category: computer-and-mathematical

Please Note

1. If you are a first time user, please create your candidate login account before you apply for a job. (Click Sign In > Create Account)
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Job Description:
Customer Success Technical Adoption Manager

Why will you enjoy this new opportunity?
Are you passionate about learning and leveraging VMware by Broadcom's core products to help customers succeed? Do you already possess strong business acumen and technical skills and could come up to speed quickly on VMware by Broadcom's latest solutions? Does helping different organisations achieve their business goals through the usage of technology inspire you? If it does, we have the perfect job opportunity for you!
As a Technical Adoption Manager (TAM), you will serve as a trusted advisor, driving a cross-functional, unified customer experience using your technical, communication, and collaboration skills to help our customers achieve their full potential through the adoption of VMware by Broadcom's technology.
Upon joining our Customer Success Technical Adoption Management team, you will have the opportunity to bring your authentic self to work and use your skills to make an impact and drive change for our customers, products, and company. You will play a critical role in guiding

enterprise customers by enabling them to rapidly and successfully onboard, adopt and realize business value through success planning /execution, and technical guidance across the entire customer journey.

In the TAM role, no day is the same and you will never be bored! You will interact daily with your assigned customers and will be able to make a real impact in their success as a business. TAMs find nothing more satisfying than being challenged and being able to turn challenges into positive outcomes. You will be able to manage your own schedule and priorities to help our customers achieve their goals and at the same time, maintain a great work/life balance. You will be able to create a long-term relationship with your assigned customers while developing an understanding of the customer's technical goals as they align to their business goals and overall impact of VMware by Broadcom's solutions on business results.

Success in the Role: What are the performance outcomes over the first 6-12 months you will work toward completing?

During the first year, you will onboard into the TAM role and then work with your assigned customers.

The first thing that you will achieve is completing a well-organized five-week onboarding plan that will be prepared for youYou will continue developing & maintaining deep technical knowledge & skills for a given VMware by Broadcom technology area.

Within one month of working on assigned customers: be able to articulate customer key business objectives and desired outcomes and begin crafting a joint Success Plan with the customer

Through the customer engagement, you will serve as a trusted advisor, and ensure best-in-class execution and recommend improvements in customer's operations that add value, and proactively drive consumption, customer health, retention:You will partner with your customers to accelerate their desired outcomes through best practice guidance that enables rapid deployments and adoption of VMware by Broadcom technologiesArticulate their long-term and short-term goals and how they connect to the bigger picture of their business — identifying the gaps that need to be resolved and working on a structured engagement plan with the customer. Complete relevant technology assessments, roadmap reviews, deployment guidance, best practices reviews, and day 2 operations guidanceIdentified customer use cases and opportunities for prescribing Adoption Guidance and Workshops to

further adoption and consumptionPresent your achievements and customer progress regularly through Business ReviewsYou will feel at home communicating key topics of VMware by Broadcom's solutions across all customer levels to drive realized value and long-term strategy

If not already certified, you will aim to achieve your VCP (VMware by Broadcom Certified Professional) to help you achieve your goals and objectives.

In addition, you will continue to grow, and enhance your technical knowledge (VMW / Industry offerings), and soft-skills through VMware by Broadcom's structured quarterly training programs

The Work: What type of work will you be doing? What assignments, requirements, or skills will you be performing on a regular basis?

As part of the Customer Success Technical Adoption Management team, you will be working for a long-term period with a number of assigned strategic customers. The activities performed are all aligned with a single purpose, to help our customers achieve their desired outcomes while using VMware by Broadcom technology. By helping our customers, we will also help drive the adoption and consumption of the VMware by Broadcom technologies the customer has purchased.

The number of customers will vary depending on which tier of service the customer purchases. You will also be collaborating with the broader VMware by Broadcom account team and specialists as you perform the following:

Leverage a TAM playbook, delivery kits, and tools, which you will use to help guide your customer through the following activities:

Create a Success Plan with objectives/tasks aligned to customer requirements / business objectives

Deliver technology roadmaps & assessments that provide next step and outcome-focused plans

Provide Solution Guidance & best practices review to identify performance optimization opportunities

Optimize Operations to confirm activities are aligned with stated technology goals & priorities

Provide Industry insights and benchmarking to realize cost savings and reduce operational

risk

Provide feedback to Product Management and Engineering to drive awareness and prioritization of customer feature requests and service adoption blockers and effectively communicate status with the customer and account teamYou will use your organizational and planning skills to keep track of your customer's plans, adjusting as needed, and driving them to completion.You will help VMware by Broadcom to create 'customers for life' by collaborating with our Customer Success, Global Support, Education, Professional Services, Development, and Sales teams- all to make sure that we drive outcome-focused value to our customers.

What is the leadership like for this role? What is the structure and culture of the team like?

The Customer Success team is focused on driving strategic customer outcomes, not just activity, helping our customers to consume their VMware by Broadcom solutions and to gain value from their partnership and investment with VMware by Broadcom. We are critical to the success of VMware by Broadcom and celebrate our role in the future of the company.
We strive to have a diverse, but unified team, one which is entirely focused on our customers and their success. We do the right thing for the customer so when our customers achieve their outcomes, we are successful too. We are an open team who share best practice, and everyone wants their colleagues to succeed and to develop a meaningful career and network within VMware by Broadcom and the industry. We support each other and want to give back to each other and our communities so welcome innovation and creativity at all levels to be a meaningful contributor in our countries and societies.

Where is this role located? Perth, Western Australia

Remote/On-site: The successful candidate will be based in Perth and will be a mix of working from Customer sites and home.

#LI-Remote

Broadcom is proud to be an equal opportunity employer. We will consider qualified applicants without regard to race, color, creed, religion, sex, sexual orientation, gender identity, national origin, citizenship, disability status, medical condition, pregnancy, protected veteran status or any other characteristic protected by federal, state, or local law. We will also consider qualified applicants with arrest and conviction records consistent with local law.

If you are located outside USA, please be sure to fill out a home address as this will be used for future correspondence.

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