

Account Manager

Duties and Responsibilities

- Ensuring that Kneat's customers get maximum value from Kneat's products
- Coordinating, facilitating and performing professional services, including:
 - Customer process mapping and implementation in the Kneat software platform
 - Kneat software deployments and upgrades
 - Kneat pre and post-sale support to global sales team and potential customers
 - Customer and partner training on use and configuration of the Kneat system
 - Development and Maintenance of training materials including customer specific and generic work instructions
- Acting as the primary contact for customer support
- Acting as Subject Matter Expert regarding Kneat's products and other relevant areas of expertise such as customer processes, - Manufacturing, Validation, C&Q, Quality management.
- Ensuring that Kneat agreed customer Service Level Agreements are met
- Working closely with Product Owners and Product Development personnel to assist delivery of any product enhancements and new feature requests
- Proactively identifying areas of business process improvement designed to enhance the Kneat product and its delivery capability, leading to enhanced overall customer satisfaction
- Owning support issues and incidents until resolution and act as primary support liaison between company and customer
- Supporting global sales team

Qualifications & Skills

- Degree in relevant discipline, (Engineering or Science)
- Relevant experience in the Life Sciences Industry. An understanding of project management and processes such as validation (including computer system validation), manufacturing and quality management
- Excellent communication skills, both verbal and written
- Strong organisational, time management and problem solving skills
- Must have a positive nature, can-do attitude and be a team player
- Customer orientated and capable of acting on own initiative

Additional Roles

Travel to client sites in the US and EU will be required from time to time