



Position: Technical Account Manager – Sydney, NSW

An exciting opportunity has become available for a Technical Account Manager to join Corum Health. Corum Health is part of Corum Group, a software development company that operates in the retail pharmacy and ecommerce space.

For more than 30 years, the company has developed and sold dispense, retail and group management software to pharmacies and associated businesses in Australia. You will be part of a dynamic, talented and passionate team and we want you to feel your input has a direct impact on the outcome of the business.

This role combines technical skills in systems administration with customer service, pre-sales consulting and account management. It's a perfect role for anyone looking for variety, challenge and career progression.

Our Technical Account Managers are responsible for our client relationships. They work closely with our Customer Success Team to ensure the highest quality of service is delivered to our clients in alignment with our values.

If you are a **hungry, motivated sales hunter**, we would love to hear from you. The ideal candidate will have a **positive attitude, self-confidence**, be **self-motivated** and have the ability to build **excellent customer relationships**.

Responsibilities

- Help customers solve problems with sales outcomes
- Hungry to support our customer success managers and driven by customer engagement and relationship building
- Develop and maintain strong relationships with clients
- Take technical ownership of client environments, ensuring they are robust, well managed and meet the client's needs
- Identify opportunities to improve customer environments through problem analysis and management
- Maintain and improve customer satisfaction results

Skills and Knowledge

- Experience in a technical help desk environment
- Strong communication skills
- Proactive mindset
- True passion for sales
- Cohesive team player



- Industry knowledge an advantage
- Ability to work under pressure and use time management skills to prioritise and manage work of varying complexity, including follow-up and other support actions.

Behavioural Competencies

Apply expertise and technology – apply, develop and share specialist and detailed technical expertise, and understand other organisational disciplines.

We are now interviewing for this role, so if this sounds like you, please get in touch and send a covering letter and your CV to ellis.palmer@corum.com.au.

To learn more about Corum Health, please visit corumhealth.com.au and corumgroup.com.au.