

## **Job description**

**Location:** Italy (Remote or regional office)

**Employment:** Full-time

**Department:** Service & Customer Management

**Languages:** Italian (& English)

### **Technical Account Manager - Service & Consulting**

#### **Responsibilities:**

- Manage and develop existing customer relationships with a focus on aftermarket related business
- Actively identify and pursue revenue opportunities through service offerings and technical solutions
- Acquire new business at existing installed base customers and establish long-term business relationships
- Provide consulting on aftermarket products, original supplier programs, maintenance strategies, and technical solutions
- Collaborate closely with internal teams including technical support, sales, and project management
- Support in preparing offers and participating in aftermarket-related contract and pricing negotiations
- Monitor customer needs, market trends, and service performance
- Care for claims and/or receivables
- Care for customer satisfaction

#### **Your Profile:**

- Experience in the printing industry particularly with offset printing
- Candidates with experience in technical customer service consulting, or account management will be given preference.
- Experience and knowledge of the production processes of a printing company
- Fluent Italian written and spoken, and if possible reasonable knowledge of the English language
- Strong technical understanding combined with a service-driven mindset
- Proactive, structured, and customer-focused working style
- Excellent communication skills and confident in presentations and negotiations

If you have any questions, please contact Mr. Alessio Ruzza

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Please send your application online to the personnel department,

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