



Position: Technical Account Manager – Tokyo

Role Overview

As a Technical Account Manager, you will be the primary technical contact delivering technical support for our premium customers. This is a superb opportunity to learn all aspects of Fortinet products in an innovative, fast-paced environment while expanding your knowledge and developing your skills in network security.

Responsibilities:

- Collection, analysis and change recommendations of configuration information.
- Collection and analysis of customer network information.
- Collection and analysis of packet trace information.
- Recommend actions based on analysis.
- Customer education (gaps in networking, product knowledge etc...).
- Installation and configuration assistance.
- Reproduction of customer environments on lab equipment.
- Follow up technical cases and manage the right expectation until the closure of the cases.
- Conduct weekly status conference calls with customers to report status of open issues and projects.
- Conduct quarterly site visits for your managed accounts.
- Develop best practice deployment and troubleshooting methodology documentation.
- Analysis of support request, completion of requests for information and documentation.
- Will exercise independent judgment in methods, techniques and evaluation criteria for obtaining results.

Requirements:

- Minimum of five years relevant professional experience preferably in the network industry.
- Strong network security and routing experiences.
- Scripting and Windows server app experience.
- Exceptional customer service orientation and strong communications skills.
- Proficient with MS Word, PowerPoint, and Excel.
- Asset to have CCNA, CCNP, CCIE, and/or CISSP certifications.
- College degree and/or relevant experience.

Fortinet is an equal opportunity employer.

We will only notify shortlisted candidates.

Fortinet will not entertain any unsolicited resumes, please refrain from sending them to any Fortinet employees or Fortinet email aliases.

Should any Agency submit any resumes to Fortinet, these resumes if considered, will be assumed to have been given by the Agency free of any related fees/charges.

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