

Senior Account Manager

The company & Product

Imagen helps sports and media companies manage and distribute their ever-growing video libraries, enabling fast, easy, secure and controlled access to content through a highly customisable content portal.

Speed to market, greater choice and ease of access are critical to maximising the value of content. Imagen allows rights holders to monetise near-live video assets more effectively via a premium content distribution portal. Offering pin-point time-based video searching, instant playback, online editing and high-speed file transfer, Imagen unlocks the full commercial potential in media libraries.

With customers including the Premier League, BBC Studios, IMG, BP, Press Association and many more, Imagen implements a unique set of processes and technical expertise to ensure that video is managed in the most efficient and cost-effective way. As the sheer amount of video data grows throughout the world, Imagen strives to create a platform that can generate more value from archive and near-live video.

The person

As a key account manager, you will develop trusted relationships with a portfolio of major clients to ensure their long-term retention and development and provide service and assistance of the highest quality.

Responsibilities

- Understanding the technical nuances of the software and mapping these to clients' media, rights and technical infrastructure, whilst continuously proposing solutions that meet clients' objectives to deliver growth
- Fully understand and communicate both existing and new product features
- Acquire a thorough understanding of the customer's needs and requirements in terms of management of their media assets
- Negotiating pricing and meeting targets for upsells
- Serve as the link of communication between customers and internal deployment teams
- Resolve any issues and problems faced by customers and to build trust

Reporting

- Chief Revenue Officer

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Requirements

- Proven track record managing key accounts in a B2B tech / SaaS business (video technology would be advantageous, but not essential)
- Strong skills in understanding complex technology solutions
- Good communication and interpersonal skills with an aptitude for building relationships with professionals of all levels
- An analytical and inquisitive mind
- Passionate about customer satisfaction and sales success
- Excellent organisational skills
- Negotiation skills and financial acumen
- Ability in problem-solving
- Candidates that possess a combination of corporate and entrepreneurial experience will be of particular interest

Summary

This is a unique opportunity to join a fast growing, award winning company with an international and well recognised client base. In addition to a competitive salary, a comprehensive benefits package and 25 days' holiday is on offer to the right candidate. This role can be based in Cambridge or London.

Imagen is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

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