

## Technical Account Manager

### Global Cloud Security

#### Job Information

**Recruiter**[SThree K.K.](#)**Job ID**

1616971

**Industry**

Software

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

10 million yen ~ 18 million yen

**Refreshed**

October 13th, 2026 17:23

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

#### Job Description

##### About the Company

Our client is a global leader in cloud security and secure access technologies, helping organizations protect their users, data, applications, and infrastructure in an increasingly cloud-first and AI-driven world. Trusted by many of the world's largest enterprises, they provide innovative security solutions that enable businesses to securely embrace digital transformation while maintaining visibility, control, and performance across their environments.

##### Key Responsibilities

We are seeking a customer-focused Technical Account Manager (TAM) to partner with enterprise customers and help them maximize the value of their cloud security investments.

- Serve as the primary technical advisor for a portfolio of enterprise customers.
- Develop and execute customer success plans, adoption strategies, and technical roadmaps.
- Build trusted relationships with security leaders, architects, and executive stakeholders.
- Conduct regular technical reviews, health checks, and optimization workshops.
- Provide best practice guidance on security architecture, policy design, and platform adoption.
- Monitor customer environments and proactively recommend improvements to enhance security posture.
- Coordinate and manage technical escalations with Support, Engineering, and Product teams.
- Deliver executive-level updates on progress, risks, and business outcomes.
- Gather customer feedback and advocate for feature enhancements and product improvements.
- Collaborate with Customer Success, Professional Services, and Sales teams to drive customer retention and expansion opportunities.
- Support customer enablement through knowledge sharing, training sessions, and operational best practices.

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## Required Skills

### Qualifications

- 5+ years in Technical Account Management, Professional Services, or Consulting.
- Strong knowledge of firewalls, VPNs, SSL/IPSec, SSO, and DLP.
- Understanding of networking, cloud technologies, APIs, and MDM.
- Experience supporting large enterprise customers.
- Strong communication and stakeholder management skills.
- Experience handling technical incidents and escalations.
- Familiarity with security and compliance frameworks.
- Knowledge of SIEM, network architecture, and cloud security.
- Scripting experience with Python, PowerShell, or similar.
- Business-level English communication skills.

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