



Technical Account Manager (LM11338)

Sydney, New South Wales, Australia (Hybrid)

ASX: Powering Australia's financial markets

Why join the ASX?

When you join ASX, you're joining a company with a strong purpose – to power a stronger economic future by enabling a fair and dynamic marketplace for all.

In your new role, you'll be part of a leading global securities exchange with a strong brand. We are known for being a trusted market operator and an exciting data hub.

Want to know why we are a great place to work, visit our [careers page](#) to learn more.

We are more than a securities exchange!

The ASX team brings together talented people from a diverse range of disciplines.

We run critical market infrastructure, with 1 in 3 people employed within technology. Yet we have a unique complexity of roles across a range of disciplines such as operations, program delivery, financial products, investor engagement, risk and compliance.

We're proud of the diversity of our organisation and the culture of inclusion that all our people help to build every day. Our employee-led groups are known for celebrating cultural and religious events, championing LGBTIQ+ inclusion, inspiring giving and volunteering, promoting gender equality, and wellbeing. We are an Employer of Choice for Gender Equality (WGEA) and a member of the Champions of Change Coalition for the advancement of gender equality in Australia.

About the team:

The Technical Account Manager (TAM) role is an integral part of ASX's drive to be a customer driven organisation. This role is responsible for delivering a superior level of technical support to key customers of ASX's technical services. You will be their advocate. As an escalation point you will manage the customer's expectations, deal with customer issues real time and be front and centre in working with the customer on technical matters relating to ASX Markets and infrastructure. With extensive release management involvement, you will also ensure customers are ready for technical system changes and ensure a smooth transition for project execution.

What you will be doing:

- Operate as a dedicated single contact point for technical services customers
- Proactively manage your accounts and build relationships through regular face to face meetings
- Develop and maintain a deep understanding of the customers' operational, technical and business environments and their needs and challenges
- Be an advocate for the customer while aligning expectations with ASX capabilities and standards



- Contribute to technical change management with an upcoming focus on system replacements ensuring understanding of customer needs and potential impacts
- Support customer readiness and ensuring a seamless transition following project 'go lives'
- Communicate concisely and timely customer information internally and exchange related information externally
- Participate in crisis and incident management, working with operations, technical and business units to ensure a timely resolution whilst maintaining effective customer communication with appropriate escalation
- Collaborate internally in leading process improvement initiatives tailored to enhance the customer experience
- Maintain CRM System (Salesforce) with thorough and accurate customer information, including the logging of customer meetings and feedback
- Develop SME knowledge across ASX systems to ensure a fast accurate response to customers
- Attend senior level meetings to represent customer across the lines of business
- Maintain and grow industry knowledge through participation in relevant forums and working groups

What you will bring:

- At least 3 years account management or high-level customer relationship experience
- Strong technical background, including a familiarity in networking concepts and troubleshooting skills
- Experience supporting technical systems, software and protocols
- Experience in interacting across an entire customer organisation from C-Suite through to front-line technical staff
- A proven track record in relationship-building, coordination and engagement skills
- Previous experience in a high performance, dynamic operational environment
- Obtained a high-level understanding of the Australian Equity, Derivatives and/or OTC Markets
- Delivered clear and articulate communications – verbal, written and presentation
- Experience in incident management and communications
- Demonstrated highly developed analytical, investigative and problem-solving abilities and an ability to get into the low-level detail on technical issues
- Customer Driven & Delivery Focused – be an advocate for our customers
- Attention to detail – understands the importance of getting things right
- Challenging the Status Quo – driving continuous improvement for better customer outcomes
- Agile, Adaptable & Resilient – able to manage change and be positive
- Knowledge Manager – designs and facilitates knowledge transfer to increase resource capabilities
- Open & Empathetic – values diversity of opinion
- Empowering – supports and empowers others
- Intellectually Curious – demonstrates a commitment to on-going learning
- Analytical Thinker – detail orientated, methodical, guided by structure and process; seeks to deliver efficiency
- Decisive Communicator – clearly articulates recommendations to management and the customer and keeps calm under pressure



- Team Player – actively builds and maintains relationships; respectful, considerate, ethical and behaves with integrity
- Fortright & Influential – able to develop new ideas and advocate their benefits
- Innovative & Creative – a change leader who is committed to supporting innovation and driving continuous improvement

Nice to have:

- Knowledge of Participant systems, operations and connectivity models across Front, Middle or Back Offices environments
- Experience using Jira, Salesforce or Confluence
- Knowledge of ASX Trading, Clearing and Settlement internal systems and processes
- Knowledge of the integrated ASX Trade and ASX 24 environments both technically and operationally
- Knowledge of the different participants that comprise the Australian financial markets ecosystem

We make hiring decisions based on your skills, capabilities and experience, and how you'll help us to live our values. We encourage you to apply even if you don't meet all the criteria of this role. If you need any adjustments during the application or interview process to help you present your best self, please let us know.

At ASX Group, our diverse workforce is essential to build and maintain a fair and dynamic marketplace. We support flexible working and offer hybrid working options. Even if our roles are advertised as full-time, we encourage you to apply if you are interested in part-time or other flexible working arrangements.

We will arrange for successful candidates to have background checks, including reference and police checks completed as part of the on-boarding process.

Recruitment Agencies: ASX does not accept any unsolicited agency resumes and will not be responsible for any fees related to unsolicited resumes.