

Technical Account Manager

The Trade Desk is changing the way global brands and their agencies advertise to audiences around the world. How? With a media buying platform that helps brands deliver a more insightful and relevant ad experience for consumers – and sets a new standard for global reach, accuracy, and transparency. We are proud of the culture we have built. We value the unique experiences and perspectives that each person brings to The Trade Desk, and we are committed to fostering inclusive spaces where everyone can bring their authentic selves to work every day.

So, if you are talented, driven, creative, and eager to join a dynamic, globally-connected team, then we want to talk!

Technical Account Managers oversee integrations with clients, inventory/publisher partners, data partners and others. The TAM is responsible for guaranteeing the technical aspects of the assigned partner integrations (both new and ongoing) by providing necessary documentation and technical guidance. They serve as liaisons between our partners and Engineering teams. This candidate isn't expected to build software but will be leveraging multiple technologies and tools to manage complex & custom integration projects. The Technical Account Manager should be a solution-oriented advisor and must be able to understand and communicate advanced engineering concepts to non-technical stakeholders. In addition to serving as a technical advisor the Technical Account Manager will also help identify new opportunities where our products can better help our partners' businesses.

What you'll do:

- Strong acumen for technical account problem solving – Candidate will facilitate client's technical understanding of Data Quality and provide quantifiable recommendations.
- Great written & verbal communication skills — The person in this role will act as a key advisor to our company's largest clients and partners who are undertaking data ingestion, data cleansing and data integration projects. It's important to provide timely, professional customer service while making sure the projects stay on track.
- Project management abilities — The person in this role will manage long-term (multi-month) integrations, and will be responsible for setting timelines, keeping all stakeholders up to date, and independently driving the process forward. Superb attention to detail is an absolute must. Experience with a formal project management method is a plus.
- Ability to influence people — Clients often come in with an idea of what they want to do and this candidate will be responsible for advising them on the best possible solution, even if it's not what the client initially thought they wanted. This person will become a technical expert and must be able to act accordingly to consult with the client on their best solution.
- Fast learner — Candidate must be able to quickly grasp & learn new technical subjects and be able to explain them to others.
- Selfless Team Player – The person in this role will interact with business, engineering, product and clients, representing many different types of personalities and opinions. Candidate must be able to communicate and navigate between all parties.

Who you are:

- 2 - 3 years of work experience in a technical client-facing role
- Proficiency in JSON and REST APIs
- Experience with SQL, web technologies/web programming languages is strongly preferred
- Experience analyzing data to identify gaps and inconsistencies.
- Experience working with large and complex datasets
- Experience within the Programmatic, retail industry or in e-commerce is desirable but not essential
- Experience working with clients, product, and engineering teams - with the ability to break down complex concepts to non-technical stakeholders

The Trade Desk is an equal opportunity employer. All aspects of employment will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.