

POSITION DESCRIPTION

Position Details

Position Title:	Technical Account Executive (Customer Success)
Reporting To:	Customer Success Manager
Unit / Group:	Informit
Direct Reports:	None
Employment Type:	Fixed Term Time Fraction: 1.00
Salary Classification:	Corporate Services, Level D2
Fixed Term Reason	Replacement employee (filling a vacancy created by internal secondment)
Date:	March 2026
Location:	City Campus

Position Summary

The Technical Customer Account Executive will be responsible for addressing immediate customer issues and working directly with customer accounts for renewals, support, training and to solve customer problems.

The role requires a challenging balance of proactively maintaining customer relationships, providing timely frontline assistance, and troubleshooting customer issues, processing orders and subscriptions and working closely with the Sales team to identify appropriate upsell and cross-sell opportunities.

The Technical Customer Account Executive will contribute to the ideation and implementation of Informit customer retention strategies and activities by gaining insight and understanding of the customers perspective and to support internal and external customers with technical issues associated with Informit products.

Position Responsibilities and Accountabilities

Enhance Customer Training

- Leads the ongoing creation of the Informit Knowledge base as well as establishing and maintaining playbooks and templates in the CRM.
- Assists in creating training materials, webinar content and supporting educational materials to be published on the platform in consultation with the product, sales and marketing teams to support current use of the product and new initiatives deployed to the platform.
- Working closely with product team to inform the product lifecycle and be proactive in understanding company strategy roadmap.

Evaluates and Analyses Customer Needs

- Analyse customer data in the CRM (including usage) to improve the customer experience and feed back to the product and platform teams
- Proactively liaise and engage with customers to identify gaps in either knowledge or platform deficiencies
- Deliver on existing customer retention strategies and activities
- Provides clarity in technical writing to support the product and platform teams with updating copy relating to technical improvements on the platform to ensure customer success.

Customer Service and Onboarding

- Responsible for customer renewals and onboarding new customers
- Continuously promote value of the subscription through customer engagement
- Optimise subscription holdings for maximum value by suggesting additional or alternative products
- Provide timely and accurate frontline assistance to customers and manage issues through to resolution
- Ensure customers trial access is correctly established and provide usage reporting to the Sales Team
- Provide support and/or training to customers on Informit Products and search options.
- Actively participate in projects to assist the team with process improvement, data accuracy and team efficiencies.
- Actively participate in usability testing as required
- Capture all interactions with customers in Customer Relationship Management (CRM) system

Technical Support

- Ensure customers' authentication methods and administrator profiles are correctly established to allow libraries and users to access e-resources with uninterrupted service.
- Appropriately onboard new customers into Informit systems and ensure uninterrupted access to products.
- Ensure Informit products are optimised in the customer environment.
- Troubleshoot technical issues with a view to resolve at first point whilst understanding escalation points.
- Manage technical issues by submitting JIRA ticket and liaising with vendor

Processing Orders and Subscriptions

- Contribute to the renewal process for all customers excluding consortium to ensure timely and accurate renewal information is distributed to customers and reporting is updated.
- Work with subscription database and support the delivery of yearly price increase, troubleshooting errors, user accounts and implementation of new products and packages
- Ensure accurate and timely processing of sales orders

Sales Support

- Provide support to Sales, Product and Marketing teams with EDM campaigns, CRM templates and customer lists
- Liaise with warehouse and arrange for distribution of print titles
- Assist Finance with receipting in the subscription database and refund requests
- Manage Informit's debtor collection in a timely manner
- Ensure accurate processing of customer license agreements in HPE Content Manager and DocuSign
- Provide usage analytics to Sales Team and customers on request
- Support the Product team by feeding into the development of marketing campaigns where relevant.
- Distribution of royalty statements and work with Finance Team to arrange payment

Organisational Responsibilities and Accountabilities

- Act at all times in accordance with the RMIT Code of Conduct
- Work in accordance with RMIT University Pathways' policies and procedures including following safe work practices for self and others
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT's values and behaviours
- Actively engage in professional development opportunities
- Undertake any reasonable tasks as directed
- RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices.
<https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.
- Appointment to the role is subject to successful passing of the Working with Children Check (WWCC employee type), Working rights Check and National Police Check (NPC)

Qualifications, Knowledge, Skills & Attributes

Essential

- Extensive experience in a customer service focused role, preferably within a library, publishing or education setting
- Knowledge of library and information services industries
- Excellent interpersonal and communication skills
- Well-developed interpersonal skills, including the ability to liaise with both internal and external clients from a variety of cultural backgrounds and organisational levels
- Proficiency in MS Office, databases, Google Apps, CRM systems and data entry
- Demonstrated efficient and effective administration, numeracy and organisational skills, including the ability to prioritise work and complete tasks within agreed deadlines.
- Experience in working with the sale and support of digital products in an enterprise level
- Ability to work within a structured role whilst showing initiative and resourcefulness
- Solution focused approach with a proactive attitude to solving customer issues
- Experience troubleshooting technical issues.
- Ability to identify areas of process improvement and suggest ideas and innovations
- Willingness to learn and keep skills and product knowledge up to date

- Ability to work as part of a team as well as independently

Desirable

- Tertiary qualification

Working at RMIT University Pathways (RMIT UP)

RMIT UP is owned by RMIT University, and provides a range of education solutions to students, academics and professionals in Australia and overseas.

Our mission is to provide transformative, supportive learning experiences and pathways which open global possibilities to our community of learners. We achieve this through our RMIT values of inclusion, imagination, integrity, courage, passion and impact.

RMIT UP education professionals place the student and customer experience at the forefront of everything we do.

Our key programs and services include Foundation Studies, ELICOS English for Academic Purposes (EAP) and language testing. RMIT UP also houses Informit, a leading research database with a strong focus on specialist Australasian content.

RMIT UP is situated in a state-of-the-art facility within the main RMIT University city campus in Melbourne's CBD. Co-located with Scape Australia, the largest provider of student accommodation in Australia, our building provides a unique offering to international students, housing world-class learning and accommodation in one secure location.

Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood, and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Incumbent name: _____

Date: _____