
Independent IP



Independent IP Job Description - Technical Account Manager

Independent IP is seeking a technical account manager to provide product management and support to our Benelux record Labels and Distributors customers.

This is a heavily customer facing role that would require strong relationship building skills as well as the ability to analyse these customers product requests and feed these requests back into the IIP organisation. A candidate with an affinity with the music industry is preferred.

You will train and support Fuga implementations and manage its successful completion. Provide functional expertise on best use of Fuga and its functionality. Have a day-to-day operational-level relationship with Client.

Responsibilities:

- Analyse client's business requirements and perform pre-sales consulting;
- Create business process flow documentation;
- Conduct user training as needed by client. This will require being at the clients offices at least two days per week;
- Identify gaps between clients' requirements and the Fuga platform;
- Conduct functional testing of modifications and customizations;
- Provide second level support via Skype and phone when needed;
- Manage issue resolution; escalate issues to management team where needed;
- Provide in-put for support documentation and procedures;

Requirements:

- Understanding of/ affinity with music industry;
- Working knowledge of computer hardware and software including; Windows XP, word, viso, excel;
- Fluent spoken and written Dutch and English required
- Working knowledge of German useful
- Experience with content distribution and digital asset management is valuable but not mandatory

About Independent IP

Independent IP was officially incorporated on April 10, 2006 and is based in Amsterdam, the Netherlands and is currently in the process of developing a software solution called FUGA for the music industry.

FUGA is a business-to-business platform that connects content owners, distributors and consumer channels. Content owners submit their content to FUGA, and make deals online with distributors and consumer channels to distribute their content in specific territories. FUGA records the financial parameters of these distribution deals and records revenue transactions, and reconciles financial accounts among all parties. Finally, FUGA coordinates encoding of content and metadata, and delivery to consumer channels. Thus, FUGA facilitates an end-to-end digital media supply chain.

Independent IP's customers are Record Labels and Distributors. Independent IP is building interfaces to online stores such as iTunes and Beat Port. Such interfaces will enable our Record Label customers to distribute their music to these online sales channels.

For more information go to: www.independentip.com