

NetApp Account Team Roles Overview

Account Roles

- **Account Manager:** Your main NetApp contact. Assists with orders, product questions, design requirements, and product roadmap. Also called a Sales Representative, Sales Executive, or Account Executive.
- **Solutions Engineer:** Provides in-depth storage system analysis, design, architecture, and engineering of solutions. Also called a Systems Engineer or Consulting Systems Engineer.
- **Support Account Manager:** Provides guidance on operational efficiency and risk management and mitigation; assists with support issues. Also called a Global SAM or GSAM.
- **Resident Architect/Engineer/Consultant:** Hands-on storage engineer with specialized skills focused on implementation of complex projects at customer's site. Also called a PSE or Consulting Engineer.

Services Roles

- **Consultant:** Helps identify your business needs and develops an actionable strategy for enabling IT to help achieve your business goals.
- **Architect:** Designs your environment with the right technology roadmap to meet your business requirements.
- **Project Manager:** Focuses on project tracking and completion of complex deployment efforts.
- **Customer Delivery Manager:** Manages service personnel who perform and execute services on behalf of customers. Also called a CDM.

Technical Support Roles

- **Critical Case Manager:** Manages incidents that require an intense, short-term engagement to resolve complex technical issues. Also called a CCM.
- **Customer Service Representative:** Assists with install-base updates, system contact updates, product location updates, scheduling of onsite service, or with general support inquiries. Also called a CSR.
- **Duty Manager:** A single point of case management, issue escalation, and resolution. Also called a DM.
- **Escalation Engineer:** Specializes in handling difficult cases. Also called an EE.
- **Field Support Engineer:** Provides onsite service for support incidents requiring part replacement or hands-on technical troubleshooting. Also called an FSE or Authorized Service Engineer (ASE).
- **Logistics Service Specialist:** Assists with parts delivery and recovery, and onsite service procedures. Also called an LSS.

- **Technical Support Engineer:** Specializes in diagnosing and troubleshooting storage-related issues. Also called a TSE or TSEIII.
- **Technical Support Manager:** Ensures timely and high-quality technical support. Also called a TSM.

Product Development Roles

- **Product Manager:** Plans and drives the development of product features and functionality that address the needs of NetApp customers. Also called a PM.
- **Technical Marketing Engineer:** Specializes in communicating the detailed aspects of product functionality and advanced product features. Also called a TME.