

TECHNICAL ACCOUNT MANAGER

Introduction

As a leading Managed Service Provider (MSP) in the area, Computer Solutions is currently adding Technical Account Manager to its Managed Services team of highly trained professionals. Candidate must lead the overall Managed Service relationship and other Computer Solutions customer support needs in combination with Service Operations Center Management, technical resources, Inside Sales Representatives, and Solutions Architects.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP, IBM, and many others. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear – our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth of \$1 million in 1984 to \$68 million in 2016. Our valued workforce of over 70 highly trained and certified staff create the culture of success within Computer Solutions, having recently been named as one of the "Best Companies to Work for in San Antonio" by the San Antonio Business Journal.

Position Summary

The Technical Account Manager (TAM) ensures that our NetWatch customers are able to grow their business with the full support of our products and services. As a part of this team, the Technical Account Manager is a technology and strategy expert, who serves as liaison between our valued clients and our NetWatch team. The TAM not only serves as a technology escalation point but also identifies new opportunities in which our products and services can better help our clients' businesses. In this role, the TAM will be connecting with key IT executives, working to develop an understanding of their business requirements and goals. The TAM will manage multiple customers at once, serve as an advocate for our clients' needs and represent Computer Solutions with the utmost integrity.

Responsibilities

- Develop a trusted technology adviser relationship with key client IT executives such that all NetWatch/Computer Solutions activities are closely aligned with the customer's business and technological needs.
- Leverage comprehensive understanding of NetWatch products and services to provide relevant optimization of solutions and enhancements customized to customers' business needs.
- Perform post-onboarding reviews, evangelize new NetWatch offerings and ensure the prompt and proper resolution of technical challenges
- Monitor and identify trends in NetWatch utilization and provide guidance to clients as a part of periodic business reviews.
- Guarantee the technical aspects of your customer deployments by providing necessary documentation and technical guidance
- Effectively collaborate with NetWatch technical teams to address all issues that may affect service delivery to include serving as a technical escalation point.
- Tracks incidents, service requests, and assists with trouble shooting practices and service activations, to include non-MSP customers as needed.
- Prepare reports, presentations and proposals for Client.
- Keep the Managed Services team and Management team well informed of account changes within the organization and general client-specific news.
- Demonstrated ability to work effectively in a team environment and autonomously based on business needs.
- Keep abreast of technology, trends and other factors affecting business and technology decisions to include obtaining required job-related certifications.
- Represent the knowledgeable, efficient and professional image of Computer Solutions with all customers

Required Skills

- 4+ years of hands-on Infrastructure / Troubleshooting / Systems Administration / Networking experience in a Managed Services or similar technical environment.
- 4+ years relevant work experience in a client-facing technical role, preferably customer success or account management, with impressive record of accomplishment regarding retention and high customer satisfaction.
- Over 2 years of technical account management, engagement management, system implementation, technical support or SI consulting experience.
- Good working knowledge of IT Operational environments (vendor, contract management, Best Practices, SLA's).
- IT Process knowledge (Change Management, routine maintenance needs, troubleshooting procedures and process frameworks, such as ITIL).
- Excellent analytical, oral and written communication ability coupled with strong relationship building skills.
- Proficient in contract and general negotiation.
- Must possess an enthusiastic personality and foster a positive work environment.

Highly Desired Qualifications

- Current engineering certifications highly desired: MCSA/MCSE, CISSP, CCNA, CSSA, CCA
- Associates Degree or higher