

ACCOUNT EXECUTIVE – NETWATCH MANAGED SERVICES

Introduction

As a leading Managed Service Provider (MSP) in the area, Computer Solutions is currently adding Account Executive to its Managed Services team of highly trained professionals. The selected candidate is responsible for overall account management functions for named accounts to include account planning, communication, customer satisfaction, revenue creation and retention, and opportunity identification. 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 Inc, HP Enterprise, 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 \$74 million in 2020. Our valued workforce of over 80 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

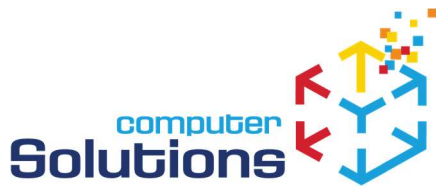
The NetWatch Account Executive must leverage his/her knowledge of IT solutions in a technical and business consultative manner that enables clients to be successful through the application of technology. The NetWatch Account Executive will manage multiple customers at once, serve as an advocate for our clients' needs and represent Computer Solutions with the utmost integrity. This position reports to the VP of Sales and Strategy.

Responsibilities

- Maintain up to date knowledge of Clients' business needs, current direction, and goals.
- Develop and deliver Account Management plans that effectively communicate Computer Solutions' Managed Services capabilities and business value.
- Leverage a strong professional disposition in order to build relationships and exert interpersonal influence to retain and grow revenue.
- Develop scalable processes, procedures and documentation for the MSP Account Management practice.
- Create and lead the proposal process, as related to Managed Services, as part of the sales cycle.
- Analyze contract profitability, revenue, margins, bill rates and resource utilization with ability to communicate accurate account forecasts on a monthly basis.
- Utilize cold calling and various other lead generating methodologies to grow revenue.
- Identify business development and "add-on" sales opportunities.
- Drive for positive change while maintaining positive working relationships both internally and externally.
- Consistently acknowledges and appreciates team member's contributions while motivating them to work together as a team, effectively utilizing them to their fullest potential.
- Work cross-functionally with various company resources.
- Keep abreast of technology, trends and other factors affecting business decisions with primary focus on SMB and mid-market space.

Required Skills

- Strong background in Account Management and/or IT Management with focus on information technology.
- 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).
- Ability to present detailed information to all levels and groups within an organization in a professional, concise manner.
- Excellent analytical, oral and written communication ability coupled with strong relationship building skills.



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- Proficient in contract and general negotiation.
- Must possess an enthusiastic personality and foster a positive work environment.

Highly Desired Qualifications

- Associates Degree or higher

