

Technical Account Manager (TAM)

Department: Technology Support Services

Reports to: Director of Support Services

Employment Type: Full-time

Job Location: Chicago IL USA

A fast growing, high paced Chicago based IT Managed Services and Software Development Company located in the West Loop is seeking a Technical Account Manager.

You must also be a highly organized, customer service and technology focused individual with a positive attitude. We hire only high energetic, positive, team players that love being challenged and are always looking to grow. This person must represent our core values and deliver high-level client support as well as contribute in a big way to our team camaraderie and spirit. Our clients should be able to hear you smile over the phone!

Do you get great satisfaction from contributing to the overall success of the company? Do you enjoy using technology to automate processes? Do you work well under pressure and always show up with a positive attitude? Then please submit your resume, and a short summary on why you fit this description.

We are selective so we care more about finding the right person than rushing to hire just anyone. We offer an inviting work environment with health benefits, paid time off, and more.

We are a Microsoft partner using 80% Microsoft products. Technologies include; Office365, Exchange, Backup and Disaster Recovery, Firewalls, Networks, Server2012R2 and Mobile Devices. The remaining 20% is with Apple technologies and various mobile devices. We manage our client Networks using a Managed Services product called LabTech.

Our unique company benefits include; great healthcare and dental plan options with BCBSIL, 401k retirement planning opportunities, tax-saving commuter benefits, Divvy bike passes, cutting-edge training opportunities, company

lunches and breakfasts, team awards, special company events and celebrations, all in all a modern, cozy, on the edge of the loop type of work environment!

This is an awesome opportunity for someone who:

- I. Wants a company that truly CARES about its employees and clients
- II. Loves a fast-paced, NO DRAMA environment
- III. Is extremely detail oriented and appreciates PEOPLE who take an organized, systematic approach to achieving success
- IV. Likes to contribute ideas and be part of a team of TRUE professionals
- V. RESULTS driven

Overall responsibility:

Serve as the primary technical advisor and account manager for a specified number of clients. Conduct technology strategy meetings with C level point of contacts. Provide strategic direction and leadership as the client surrogate for MXOtech support team. The TAM is the highest-level proactive component in the MXOtech Service Support process. The TAM is a Strategic Planner, working with clients on the strategic role that IT plays in the company's business. The TAM will periodically work with the client to create a strategic plan for the IT infrastructure and co-ordinate with the Director of IT, CTO, Sales Manager and project team to ensure this strategy is implemented. Responsibilities include:

- ⊗ Strategic Planning and budgeting
- ⊗ Holding regular strategic meetings with assigned clients.
- ⊗ Recommending MXOtech products and solutions as part of strategic planning and vCIO advisory for clients
- ⊗ Moving clients toward MXOtech standards.
- ⊗ Audits of project work performed in assigned accounts
- ⊗ Modification of contract pricing and enforcement of terms as necessary.

Key areas of responsibility

- ⊗ Set-up new clients under the MXOtech MSADP Programs:
 - Confirm MSA or SOW contract expectations
 - Work with Finance on set-up in Connectwise (CW)

- Participate in kickoff and onboarding
- 🌀 Building relationships with clients to become a trusted advisor and technology partner
- 🌀 For clients, define initial remediation required. Initial audits are performed during first 30 days immediately following the kickoff. Once the initial review is complete all recommendations must be entered into Connectwise. Once scopes have been created the IT plan should be generated and reviewed with the point of contact for budgeting and approval
- 🌀 Work with project team to set expectations that allow them to develop project plans and documentation for clients
- 🌀 Client 'Product Owner' by proxy for clients, ensuring executed projects meet client business needs
- 🌀 Facilitate SLA management and escalation
- 🌀 Provide scheduled business reviews with each client. Strategic reviews should be automatically scheduled in Connectwise using service templates. Recurrence is based on the monthly value of the contract. Time spent on each strategic review is currently expected to average 8-16 hours. It is imperative that we look for ways to optimize this process. Process for the strategic review is as follows:
 - Review reports for trends or issues.
 - Review previous IT plan with the MXOtech team. Note progress on planned activity and any unplanned activity. Update recommendations based on experience since the last strategy session.
 - Compare current environment to the MXOtech Way. Prepare short and long term recommendations to complete the migration to a standardized environment.
 - Review understanding of the client's business. What could we do with IT to make their business more profitable, efficient, bomb-proof, etc. Prepare a list of questions / topics to discuss in the strategy session to improve your understanding of their business.
 - Compile information as deliverable for the client and schedule a face-to-face meeting. Discuss and agree on concepts and direction.
 - Prepare final IT Strategy Plan with timing, scopes of work, and budget.
- 🌀 Manage overall growth of business opportunities within client base
- 🌀 Serve as primary and highest level advocate for clients and MXOtech team members
- 🌀 Maintain and document current support policies and procedures as well as develop new procedures for improvement

Consults with:

- 🌀 Client Experience Manager

- Director of IT
- CTO
- Sales Manager
- System Administrators
- Service and Support Manager
- All levels of management

Qualifications:

- Strong sense of customer service
- Strong organizational skills
- Experience with presenting, public speaking and meeting with C level executives
- Experience with business and strategic objectives
- 2-3 Years of technical work with infrastructure and applications in a consultative role
- Experience recommending technical solutions for clients
- Experience in technical writing
- 2 Year technical degree