



Expedient Technology Solutions

Technical Account Manager

Position Description

Expedient Technology Solutions is an established managed IT services company located in Miamisburg, Ohio. We serve clients throughout the greater Dayton and Cincinnati areas. ETS has developed a strong reputation for providing outstanding customer service and for being a collaborative, strategic partner with its clients.

We are looking for a Technical Account Manager to join our growing team. This position has room for growth within the company.

We pride ourselves on our unique culture and positive working atmosphere, where all team members grow professionally through collaboration and teamwork.

Essential Duties and Responsibilities

- Ensure highest client satisfaction possible with Expedient Technology Solutions (ETS) and services provided.
- Engage clients to achieve an in depth understanding of their business model and products/services provided including pain points that adversely affect their productivity.
 - Become a valued business partner with the client.
- Serve as the main point of contact between the client and relevant ETS departments/resources to ensure any issues are resolved and solutions are successfully implemented.
- Develop long-term relationships with clients.
- Continually communicate the value ETS provides to our clients.
- Serve as a consultant to the client to develop and implement their long-term IT strategy, including budgets.
- Maintain strong client communications with consistent and structured technical business reviews.
- Partner with an ETS Sales Engineer who will serve in a vCIO role to proactively assist with guiding clients with technical solutions that will be best matched to their current needs and planned future growth.
- Cross-sell additional services and product areas to existing client base.
- Communicate Agreement changes with assigned clients so that they understand the reasoning and rationale behind these adjustments.
- Work with Internal Systems and Purchasing departments to track client renewals, which includes server warranties, certifications, and software maintenance.
- Learn internal Sales systems to assist in creating and presenting proposals for assigned clients.
- Suggest improvements to ETS business practices as recognized.
- Assist in creating internal documentation and procedures as needed.
- Follow ETS policies, procedures, and expectations to ensure consistency.



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Requirements

- Technical knowledge or experience with IT Infrastructure (Firewalls, Servers, Switching, Wireless, email, and backup solutions)
- Excellent relationship and communication skills
- Strong customer service and time management experience
- Excellent work ethic and professionalism
- Ability to lead effective meetings
- Must enjoy a demanding and fast-paced environment
- Knowledge of computer hardware and software
- Organizational skills with the ability to handle multiple task

A plus, but not requirement

- Experience in an IT Managed Service Provider
- Experience ordering technical related hardware and software

What is in it for you?

We offer a competitive total rewards program that includes:

- Great company atmosphere, great office space, and room to grow
- The ability to work autonomously
- A management team that cares about you and your career growth
- Above average base salary
- Competitive Health Insurance package
- Retirement plan (401K) with company match
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- A culture devoted to investing in growth and professional development
- Cell phone stipend

We have a drama-free, collaborative work environment with opportunity for personal and professional growth. We are truly committed to every team member's development and success.

Vision, Mission, and Core Values

Vision Statement - To be the regions' leading IT provider through Stress Free IT

Mission Statement - Reshape the experience for clients and team members

Core Values



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- *Continued Growth*: ETS places a strong focus on each team member continually growing both professionally and personally.
- *Honest Communication*: ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver "Wow" through Service*: ETS provides Stress Free IT managed services, which promises an experience that goes above and beyond our clients' expectations.
- *Honor your commitments*: ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others*: ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.
- *Balance*: ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.