



Expedient Technology Solutions

Client Relationship 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 Client Relationship 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 including technology pain points that adversely affect productivity
- Serve as the main point of contact between the client and relevant ETS departments/resources to ensure issues are resolved and solutions successfully implemented
- Serve as a consultant to the client through consistent and structured technical business reviews to develop and implement a long-term IT strategy, including budgets
- Partner with an ETS Sales Engineer to 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 ETS services and product solutions to existing client base
- Communicate Agreement changes with assigned clients
- Work with Internal Systems and Purchasing departments to track client renewals (i.e., Server warranties, certificates, software maintenance, etc.)
- Learn internal Sales systems to assist in creating and presenting proposals for assigned clients
- Assist Purchasing department with ordering and receiving equipment and software licensing including the creation of Sales Orders, Purchase Orders and ordering through distribution channels
- Complete Account Management tasks for new client onboarding projects delivered by Sales/Business Development
- 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



Expedient Technology Solutions

Client Relationship Manager

- *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.