



# ACCOUNT MANAGER I, II, III

## JOB DESCRIPTION

### POSITION SUMMARY

Account Manager I, II, III are responsible for establishing and maintaining business relationships with internal and external customers. Account Manager I, II and III ensure that the needs of their clients are met by handling customer complaints, finding solutions to issues, and maintaining a positive relationship between both parties for future business opportunities. All levels of Account Managers are full-time, exempt positions with a salary range of \$65,000 - \$85,000.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

#### Account Manager I:

- Develops relationships with smaller-size clients.
- Assist in providing technical support to customers before and after sales.
- Answers queries in a timely manner.
- Ensures deliverables arrive on time and in good condition.
- Performs other work-related duties as assigned.

#### Account Manager II:

- Develops relationships with mid-size clients.
- Pursues relationships with potential new accounts and seek business expansion opportunities with current clients.
- Performs account management tasks including handling inquiries and requests from clients and addressing their needs.
- Provides sales quotations and responds to requests for proposals.
- Provides reports to developers and stakeholders on product performance.
- Performs other work-related duties as assigned.

#### Account Manager III:

- Develops relationships with major clients to increase revenue.
- Uses detailed knowledge of products and services to ensure that client needs are met.
- Visits client locations to ensure client satisfaction and promote ongoing contract renewal.
- Tracks account and sales metrics.
- Liaises with management to win new business and increase sales.
- Manages product life cycle, windows configurations, networking, and updates.
- Performs other work-related duties as assigned.

### MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

#### EDUCATION:

- High School diploma or equivalent preferred.
- Bachelor's degree or equivalent required; computer-related field preferred.
- Strong interpersonal and communication skills (verbal and written).
- Positive work attitude.
- Willingness to learn.
- Proficient in Microsoft Office.
- Available to travel if needed.
- Maintain a professional appearance and sustain the company reputation to the public.

- Available to work in a flexible schedule.

**EXPERIENCE:**

**Account Manager I:** Prior experience in Systems Administration or technical account management.

**Account Manager II:** 3 years' experience in Technical Account Management.

**Account Manager III:** 5 years' experience in Technical Account Management.

**NOTES**

- This is a home-based position which requires frequent travel by car.
- Candidates are required to possess a valid driver's license and maintain a clear driving history.
- Prospective employees will complete pre-employment background screening.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

IT Insights is an Equal Opportunity Employer and complies with ADA regulations as applicable.