

Technical Account Manager

Full-Time position located at MXOtech in Chicago, IL

Our IT Managed Services Provider (MSP) division focuses on outsourced technology services for SMB customers through Technology Infrastructure Management, Help Desk Support, Security, IT Projects and Strategy. We're a growing boutique firm located in the West Loop looking for a Technical Account Manager.

Overall responsibility:

Serve as the primary technical advisor and account manager for C level contacts within a specified number of clients. This role provides proactive and strategic technology recommendations that align with client's business goals. The technical account manager must build and expand client relationships, ensure client retention and generate additional revenue.

Primary Duties and Responsibilities:

- Working with internal technical and project management team to ensure successful client onboarding.
- Continuously build relationships with clients through face to face meetings, phone calls and events.
- Hold regular strategic meetings with assigned clients to discuss MXOtech's new and existing technology solutions that can bring efficiency, business continuity and growth.
- Work with the internal technical team members to identify client opportunities and risks.
- Move clients toward MXOtech's technology standards for security, network infrastructure, machine lifecycle management and data backups.
- Maintain client retention by regularly auditing service delivery goals, service tickets, and customer satisfaction
- Identify clients who are at risk and develop retention strategies.
- Manage client agreement renewals
- Ensure projects are executed as planned and business objectives are met
- Share client feedback with internal team and ensure client expectations are met
- Other duties as needed

Qualifications:

- 2+ years of technical/business education
- Experience with presenting and meeting with C level executives
- 3-5 years of working with B2B clients in a consultative role recommending technology solutions
- Understands technology solutions including security, networking, project management, etc

Skills:

- Must be highly organized
- Excellent customer services skills
- Sweet and firm
- Strong and effective verbal and written communication skills
- Has outstanding presentation skills
- Must be a team player and leader

- Must have a sense of urgency
- Tech Savvy
- Detailed Oriented

Physical demands:

- Ability to periodically stand or walk
- Ability to bend, squat, climb stairs and lift periodically
- Ability to lift up to 50 pounds occasionally

Perks:

- Three different BCBSIL health plans, dental, vision and tax-savings health and commuter benefits
- 401k retirement planning opportunities, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations housed within a modern, cozy, work environment.

Visit <https://www.mxotech.com/about-us/careers/> for more information and apply to jobs@mxotech.com.