

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 Client Experience Manager to manage our client relationships.

Overall responsibility:

As the Technical Account Manager, you will own the technical relationship with multiple customers in various industries, ensuring they have the technical solutions required to operate their business. This role provides proactive and strategic technology recommendations for network design, architecture and solution deployments in alignment with our customers technology needs.

Primary Duties and Responsibilities:

- Perform assessments of existing client network infrastructures and document current environments
- Organize assessment into client presentations, outlining findings and recommendations for customers' senior teams.
- Work with clients to develop strategy around technology, networking and telecommunication systems.
- Deliver technical road maps along with budget and execution plan.
- Successful client onboarding.
- Build and nurture relationships with key decision makers at our clients to drive projects.
- Recommend MXOtech's existing and new products and solutions as part of strategic planning.
- Work with the technical team members to identify opportunities and risk.
- Develop detailed systems and network designs in the following areas: on-premise (LAN, WAN, data center), cloud (Azure, AWS), and security (firewalls, IDS/IPS)
- Move clients toward MXOtech's technology standards.
- Manage client renewals, maintain client retention by regularly auditing service delivery goals, service tickets and customer satisfaction.
- Technically own infrastructure and day to day operations.
- Identify clients who are at risk and develop retention strategies
- Ensure projects are executed as planned and business objectives are met.
- Resolve client conflicts, de-escalate situations and bring resolution to tense situations.

- Share client feedback with internal team and ensure client expectations are met.
- Other duties as needed

Qualifications and Required Skills:

- Extensive technical knowledge of Information Technology products supporting SMB businesses, including Microsoft Office 365, Azure, Cisco and other.
- Business acumen
- Experience working with and presenting to C-level executives.
- Excellent customer service skills (experience in technical support and sales)
- Strong sense of urgency and organizational skills. Strong time management skills. Able to effectively execute on multiple priorities.
- Communication superstar (good listener, strong and effective verbal and written communication skills. Must be assertive but not aggressive. Able to translate technical language to non-technical language)
- Conflict/resolution management (effectively manage conflict situations, can handle the pressure of escalated situations, can keep calm during stressful situations)
- Be able to evaluate technical problems, understand root cause and offer solution/s.
- Must be team player and leader.
- Experience with presenting and meeting with C level executives
- 2-3 Years of working with B2B clients in a consultative role recommending technology solutions (designing, building, deploying and selling).
- Professional certifications from a technical vendor such as Microsoft, Cisco, AWS is a plus.
- Familiarity with ConnectWise or other project management software is a plus

Education:

- Technology Degree (Computer Science, Engineering, Information Technology)

Perks:

- Healthcare coverage through Aetna including 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.