

Technical Account Manager

Full-Time position located at MXOtech in Chicago, IL

Welcome to MXOtech! We are a women-owned IT Managed Services company here in Chicago. Our culture and Chicago's most loved clients are what sets us apart and allow us to continue our success. We are looking for a Technical Account Manager to contribute to our team. If you love working with clients, being valued, challenged technically, and respected for your talents, please apply. We need you!

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 be highly technical, build and expand client relationships, ensure client retention and generate additional revenue.

Primary Duties and Responsibilities:

- Work with clients to develop a strategy around technology, networking, and telecommunication systems, and deliver successful onboarding.
- Deliver technical road maps along with budget and execution plan.
- Organize assessment into client presentations, outlining findings and recommendations for customers' senior teams.
- 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.
- Manage client renewals, maintain client retention by regularly auditing service delivery goals, service tickets, and customer satisfaction.
- Other duties as needed

Qualifications and Required Skills:

- Technical knowledge of Information Technology products and translating the information into simple business terms to C-level executives.
- Excellent customer service skills (experience in technical support and sales) with a strong sense of urgency and organizational skills. Strong time management skills. Able to effectively execute on multiple priorities.
- Conflict/resolution management (effectively manage conflict situations, can handle the pressure of escalated situations, can keep calm during stressful situations)
- Three to five years of working with B2B clients in a consultative role recommending technology solutions (designing, building, deploying and selling).

Education:

- BA

Perks:

- We offer healthcare (Aetna), dental, and vision benefits DAY NUMBER ONE of employment. No need to wait for benefits to kick in. We have a great 401K with a company match, career path training, employee outings, lunches, events, awards, transparency with monthly company meetings. MXO covers 100% for the employee level on HDHP 5000 Plus plan, long-term disability, and an Employee Assistance Program (EAP) as well as a wellness program through Aetna (Attain).
- A wonderful co-ed leadership team who cares about their staff, great co-workers, and we are in the process of building out a brand new office near the West Loop with a modern tech feel, gym, meditation space, IT lab, training room, and much more.

Visit <https://www.mxotech.com/about-us/careers/> for more information

Job Type: Full-time

Pay: \$70,000.00 - \$80,000.00 per year