**Senior 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:**Senior Technical Account Managers provide strategic and technical leadership for business stakeholders within an assigned number of clients. This role is consultative in nature and will help our clients achieve technical and business objectives. You seek to understand how to drive your client's business forward. You will be an advisor and educator to your contacts while you continually help them evaluate "below the surface" risks. Additionally, you strive to enable and empower our customers to be confident and proficient with our solutions so that they remain committed to MXOtech as a strategic vendor, driving further adoption and expansion of our technical standards while strengthening our partnerships.

As a Senior Technical Account Manager, you also serve internally as a senior resource to other Account Managers. You bring years of experience, guidance and decision making to help elevate the team around you. You will serve as an example of excellence while embracing our core values: Walk with purpose, Assume the best intentions, Family spirit, Let everyone feel your smile, and Sense of urgency.

**Primary Duties and Responsibilities:**

* Build and nurture relationships with key decision makers at our clients to drive projects
* Plan, organize, and oversee IT-related work streams or projects, and work with technical teams to identify opportunities and risks
* Work with clients to develop strategy around technology, networking and telecommunication systems
* Deliver technical road maps along with budget and execution plan
* Work closely with MXOtech consultants and technical engineers, providing guidance and oversight while advocating for MXOtech’s customers
* Work with MXOtech's engineering team to deliver detailed systems and network designs in the following areas: on-premise (LAN, WAN, data center), cloud (Azure, AWS), and security (firewalls, IDS/IPS)
* Organize assessments into client presentations, outlining findings and recommendations for customers’ senior management teams
* Manage client renewals, maintain client retention by regularly auditing service delivery goals, service tickets, and customer satisfaction.
* Recommend MXOtech’s existing and new product solutions as part of strategic planning.
* Other duties as needed

**Qualifications and Required Skills:**

* 5 years of working with B2B clients in a consultative role recommending technology solutions
* 5 years of experience designing, building, deploying, supporting IT solutions
* Experience working with and presenting to C-level executives
* Excellent customer service skills with a strong sense of urgency. Everyone should be able to "feel your smile"
* Strong organizational and time management skills, with an ability to effectively to track and execute multiple projects. Able to effectively execute on multiple priorities.
* Strong verbal and written communication skills, with an ability to communicate technical concepts to a non-technical audience
* Conflict/resolution management (effectively manage conflict situations, can handle the pressure of escalated situations, can keep calm during stressful situations)
* 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.
* Previous hands-on experience supporting, administering, or engineering IT systems in an environment with the following manufacturers systems: Microsoft, Cisco, Merakai

**Preferred Qualifications:**

* Develop detailed systems and network designs in the following areas: on-premise (LAN, WAN, data center), cloud (Azure, AWS), and security (firewalls, IDS/IPS)
* Professional certifications from a technical vendor, such as Microsoft, Cisco, or AWS

**Education:**

* Bachelor’s degree in CS, IT, a related field, or equivalent experience

**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/**](https://www.mxotech.com/about-us/careers/)**for more information**

**Job Type: Full-time**

**Pay: $70,000.00 - $95,000.00 per year**