



FULL-TIME POSITION WITH PARACHUTE TECHNOLOGY, INC.

TITLE: Technical Account Manager

COMPANY

Parachute is a Managed IT Service Provider. We have a friendly and supportive work environment, with a hands-on leadership team. Our client base is comprised of a wide variety of businesses, professional service firms, and non-profit organizations located in San Francisco, the East Bay, along the Peninsula, the South Bay, and throughout the Sacramento Valley with many with national and international remote offices.

POSITION

We are looking to add, to our amazing team, an experienced, professional, and personable Technical Account Manager (TAM) who has prior Managed IT Service Provider experience. This role is also known as a Strategic IT Client Account Manager. The TAM provides executive-level (CIO/CTO) leadership to our clients, helping them develop and implement high-level, innovative technology solutions to address their company objectives and industry requirements. The TAM is a knowledgeable technology advisor with strong business savvy who is skilled in project management and exceptional customer service.

ROLE & RESPONSIBILITIES

Technology Strategy for our Clients

Partner with our Senior Engineers and our Onsite Field Engineers to:

- Establish the overall IT strategy and 2-year technology plan (including budget) for our clients. Formally present this to C-level executives and other IT contacts at our client sites.
- Learn and understand our clients' industry-specific IT requirements and unique technology needs. Communicate this information to the other members of our team.
- Develop innovative IT initiatives and projects to foster the growth goals and desired work environment of our clients.
- Build project plans, including detailed scopes of work, hardware/software options, and the budget requirements. Present this to the client to gain approval – there is a sales aspect to this position.
- Communicate project progress to the client on a regular basis and ensure the client receives project completion updates.
- Analyze and review Network Assessments and Security Audit reports to identify clients' business risks in relation to technology. Develop solutions to minimize these risks. Present this information to clients during in-person Technical Business Review meetings.
- Illustrate the importance and benefits of IT standardization and well-established IT processes and procedures.
- Identify emerging technologies that will benefit our clients' future business needs from an IT perspective. Tailor the findings and present the information at in-person Technical Business Review meetings.

Client Relationships and Customer Service

- Manage 25 - 30 client accounts and foster a positive relationship with each.
- Ensure clients are very satisfied with Parachute's services by meeting with and speaking to clients, and analyzing survey results.
- Handle and resolve client issues and escalations with a great deal of patience, respect, professionalism, and written follow-up.
- Monitor and identify any delays in client projects and general tasks completion, and communicate any delays to management and clients. Work to minimize and eliminate delays and when applicable, proactively step in to help projects stay on time.

- Work closely with COO to manage implementation of Parachute developed processes, procedures, and operational strategies. Communicate possible service-quality and/or process/procedure improvements back to COO.

QUALIFICATIONS AND SKILL REQUIREMENTS

- Oral communication: speaks clearly and persuasively; translates technical terms in a respectful way, listens and gains clarification; responds professionally to questions; demonstrates group presentation skills; actively participates in meetings.
- Written communication: writes emails and reports clearly and concisely; edits work for spelling and grammar; varies writing style to meet the needs of the reader; takes comprehensive notes and keeps detailed records, presents numerical and technical data effectively.
- Strategic planning – ability to think ahead and plan over a 1-3 year time span. Always comes prepared to internal and client meetings as well as phone/conference calls.
- Problem Solving - Identifies problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; resolves problems in early stages; fosters group participation and other resources for issue resolution.
- Business ethics - treats everyone with respect; keeps commitments; inspires the trust of others; works with business ethics and integrity; upholds Parachute’s organizational values.

EDUCATION AND EXPERIENCE

Education:

Required: A bachelor’s degree in a related field.

Preferred: An advanced degree, such as an MBA, IT-related certifications, project management certifications

Experience:

Required: Previous Technical Account Manager (or similar role/title) experience at Managed IT Service Provider

Required: 8–10 + years of related experience in related business and/or technology, including:

- Client presentations and gaining the buy-in of C-level executives
- Sales and customer care within a technology-related environment
- Building project plans and detailed scopes of work
- Managing and monitoring projects
- High-level, professional communication with C-level executives