

Technology Company Account Manager/Dispatch

- \$45,000 - \$55,000
- Will require working in office at our Palm Beach Gardens office

Become a Superhero to Businesses on the Treasure Coast and The Palm Beaches

Join us as the first line of critical support that keeps our clients up and running, giving them peace of mind, and a level of service that ensures they can focus on their core business.

Most of your day will be taking tickets by phone call. You will learn our ticketing system, the different needs of the tickets, Capstone IT customer service skills and how to assign the tickets to the appropriate technical support engineer. If the ticket is Level 1 such as a password reset or help with displays, you may just help the client solve that ticket then and there. You will act as a liaison between the technicians and clients, managing the documentation and relationships. Working through our responsive ConnectWise platform will make managing calls and documenting communications a snap.

It all comes along with the territory as we continue to provide the Gold Standard in I.T. technical support and unbeatable customer satisfaction to a growing customer base.

As you learn about the clients, their technology needs and their unique environments, you will begin to take on larger accounts as the client account manager.

What's in it for you?

- You'll be paid well, treated as a valuable part of our operation, rewarded for your contributions, appreciated for your abilities, and encouraged toward realizing your hidden potential.
- And not only will you be paid for every hour you put in, but you'll be given a defined path to advancement with compensation increases in line with your performance.
- We will work to provide you the knowledge transfer and support to learn new business processes. You'll also build relationships with our customers that will ensure a smooth transition to our team and long-term success.
- And once you own the role, you'll have the autonomy to work from home at least one day per week.

You see, around here we don't just talk about "Work/Life Balance." We live it.

Here's A Few Things You'll Like

- Great compensation
- 8-Paid Holidays
- PTO
- 100% Healthcare coverage for employee
- 401K

- Relocation funds available for the right candidate
- Work directly with the business owner
- A defined career path and the full support you need to realize it
- Financial support for professional certifications
- Mileage reimbursement/fuel allowance

Here's A Few Things You Won't Miss

- Politics
- Being micro-managed
- Unrealistic expectations
- Being overworked, used up and burned out

Essential Functions

- Meets onsite with clients to conduct strategic business reviews.
- Develops client strategic roadmap with lead engineers.
- Acts as an expert in and advocates for Capstone's products, services and service plans.
- Identifies new sales opportunities within existing accounts by up-selling and cross-selling
- Generates proposals for projects, agreements, products and renewals.
- Reviews profitability by account and negotiates changes to agreements and service adjustments to meet target margins.
- Develops and maintains relationships with multiple points of contact within the account.
- Identifies target accounts for marketing campaigns.
- Prepares account service-related documents such as meeting agendas, meeting reports, proposals and other client communications and correspondence.
- Manages vendor relationships and information to be up to date on all promotions, vents and supports changes that may occur for both Capstone and the client.
- Reviews, approves and issues invoices to clients.

Additional Responsibilities

- Reports key performance indicators to manager on a weekly basis.
- Performs additional duties as assigned.

Complexity of Work and Decision Making

Wide variety of duties requiring considerable judgement to work independently devising new methods, adapting or changing standard procedures to meet new conditions and making decisions guided by precedent and within the limits of established policies.

Autonomy and Accountability

Objective is defined but the how is defined by broad and varying policies, procedures, rules or precedents. Employee plans and arranges own work while the supervisor provides some functional guidance. Details of accomplishing the objective are left to the position. Unusual situations are referred to supervision.

Technology, Equipment or Tools

- General office equipment is used including computer and phone system.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- While performing the duties of this job, the employee is regularly required to sit while using hands to use a computer and other technologies.
- The employee frequently is required to see, talk, and hear.
- The employee is occasionally required to stand, walk, and reach with hands and arms.
- Requires local travel, a vehicle, and a valid driver's license.
- The employee works primarily in an office setting with light to moderate noise.

Education and Experience

- Bachelor's degree from an accredited university or college and a minimum of two (2) years of experience in an IT-related field, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Knowledge, Skills & Abilities

- Proficient in Microsoft Office Suite, ConnectWise and QuickBooks
- Persuasive customer service skills.
- Strong written and verbal communication skills.
- Excellent organization and administrative skills.
- Ability to establish and maintain working relationships with clients and coworkers.
- Ability to handle stressful situations in a congenial manner.
- Ability to plan and prioritize to achieve a defined objective.
- Ability to work independently devising new methods, adapting or changing standard procedures to meet new conditions.
- Understanding of cost, margins, markups and profit.
- General to advanced knowledge of computers and computer networking in a business environment.