



Position: Account Manager

Company Overview:

Keep IT Simple Solutions (KISS) is an entrepreneurial, growing company that provides technology solutions to multiple clients. From consulting for simplifying, modernizing, and securing IT infrastructure to providing application development and solutions, KISS helps businesses navigate the changing technology landscape for our clients.

Position Overview:

The Account Manager guides and supervises client relationships, internal relationships, and account operations for respective clients and will serve as our main point of contact for clients. Has accountability for the successful management of a portfolio — which includes multiple clients in multiple industries. Leads and strategically directs initiatives from proposal stage to implementation for mid to highly complex projects. Our ideal candidate will have a passion for helping others and a drive to provide exceptional customer service.

Key Responsibilities:

- Serves as primary point of contact for all client projects and provides strategic counsel and advises client on options and capabilities utilizing best practices.
- Build and strengthen client relationships to achieve long-term partnerships with the ability to build trust and always have the client's best interest in mind.
- Collaborates with project team and maintains the "big picture" for projects ensuring that related deliverables are treated appropriately.
- Lead communication strategies and implementation of projects.
- Develops Statements of Work (SOW) in partnership with clients and KISS Leadership; ensures SOW compliance throughout the project.
- Leads all client facing meetings (kick-off, status update, presentation); may facilitate strategic approach and brainstorming sessions on strategic and tactic recommendation.
- Assumes accountability for communicating project status, including budget, to the project team, clients, and KISS Leadership.
- Maintain accurate client records, keeping track of any contract updates and renewals.
- Partners with leadership to identify and cultivate new business opportunities within existing accounts.
- Creative thinking and seeking innovative solutions to complex technical and business problems.
- Ability to research to discover, synthesize, ensure applicability of solutions, and best practices.
- Responsible for overall client satisfaction for the account, ensuring quality improvement plans are developed and executed.
- Influences our culture among the team and looks for ways to enhance current culture.
- May perform other responsibilities as assigned.

Knowledge, Abilities and Skills:

- Excellent client services skills,
- Relationship building skills and interpersonal savvy



- Excellent communication skills with the ability to present information in verbal, written or visual forms to a variety of audiences.
- Excellent listening skills with ability to incorporate other viewpoints to define best solution.
- Strong analytical skills to leverage research and data to support client solution strategies.
- Strong problem solving, negotiation and crisis management skills; able to stay level-headed and maintain composure during challenging circumstances.
- Must be able to operate effectively in a fast-paced, deadline-driven environment; adjust schedule or work hours to meet changes in priorities.
- Ability to multitask and juggle several responsibilities simultaneously.
- Ability to function independently or in a team environment with limited supervision while being a team player.

Education and Experience:

Bachelor's degree in Computer Science, MIS, Business Administration, or related field preferred. Professional experience as a technical Account Manager. Typically, seven or more years of project or program management experience, preferably with full agile development lifecycle. Client management experience or account management experience — either in technical consulting or internal IT team strongly preferred.

Benefits:

We have an array of benefits to fit your needs, including medical/dental, paid time off plus paid holidays, 401(k) with company match, business casual attire, flexible schedule, and more.