



Account Executive Job Description

Description

Contegix Account Executives are important members of the Account Management and Customer Service team, and report to the Director of Key Accounts. The role of an Account Executive is to manage and grow Contegix's top accounts, act as the client's advocate, increase customer satisfaction, identify customer needs and align those needs with Contegix services, and to serve as the primary point of contact for select customers. Success in the Account Executive position will be measured by customer retention, revenue growth, and customer satisfaction. Account Executives are expected to become deeply familiar with each client's unique business needs and with the Contegix service offerings in order to closely align needs with services. To facilitate strong customer interactions, Account Managers are expected to travel on occasion to meet face-to-face with strategic clients. Finally, Account Executives are required to establish relationships internally with all other departments in the organization in order to be able to respond to any nature of client request.

General Responsibilities

Client Relationship

- Manage and form long-term client relationships with key accounts and strategic accounts.
- Identify customer requirements and growth strategies in order to plan and develop their infrastructure at Contegix.

Client Advocacy

- Serve as the customer's internal advocate. Ensure Contegix is delivering the service, support, and technology consistent with our principles, mission statement, and service level agreements. Put our customer first.

Client Planning

- Work with customers to plan their projects, from large-scale deployment to migrations.
- Help control the flow of support requests for projects to eliminate surprises encountered by our engineers.

Customer Care

- Quality customer service is a top priority. Respect for the customers, employees and all other stakeholders, coupled with professional and ethical behavior at all times is a requirement.



Account Management Team Member

- Work as a member of the account management team.
- Interact with customer service associates and management to identify customer care issues.
- Help identify appropriate level of partnership with each customer.

Orientation

- Learn the business and its service offerings.
- Understand the critical aspects of Contegix's products and services and be able to communicate them intelligently to both clients and the management team.

Teamwork

- Build relationships with others in the company - including members of other departments to get results.
- Build relationships with customers as though Contegix were a member of the customer's internal IT team.

Job Requirements

Education and Experience

- Bachelor's degree required.
- 3+ years professional IT experience in system administration or software development.
- Account management experience a plus.

Technical Abilities

- Must be familiar with Linux and Open Source technologies.
- Must be knowledgeable in basic multi-tier architectures (web servers + database servers + app servers).
- Understanding of DNS a plus.
- Understanding of IP and LAN & WAN connectivity a plus.
- Familiarity with Open Source software stacks a plus (Apache, Tomcat, MySQL, PostgreSQL, Java, Rails, PHP).

Management Abilities

- Experience in project management a big plus.
- Ability to manage peers without direct authority.

General Requirements

- Must have experience in customer service.
- Ability to have fun in a hectic environment and put customer needs first.



- Strong ability to learn new technologies quickly enough to make intelligent decisions.
- Outstanding problem solving and leadership skills
- **Excellent communication skills, both written and verbal.**
- Excellent organizational skills and ability to adapt easily.
- Ability to prioritize and work around deadlines.
- Ability to remain professional, confident and patient at all times.
- Must be a team player.
- Must be able to work effectively and contribute value with limited direction.

Physical Demands

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 the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must periodically lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.