Information Technology Account Manager – Riverside, CA

COMPANY

Acorn Technology Services is a provider of Managed Information Technology Services ("MITS"). We believe that all businesses, regardless of size and industry, are increasingly dependent on information technology, but find the understanding and management of IT to be a distraction from the activities that are essential to their success. Acorn Technology Services offers high quality, reasonably priced, dependable IT solutions, thereby allowing its customers to focus on their core competencies.

GENERAL PURPOSE OF THE POSITION

The Account Manager is responsible for maintaining and servicing existing customers and identifying and closing new prospects. Successful candidates would manage opportunities for major and minor client projects through liaising between the customer and the technical solutions team to determine customer needs, present solutions to the customer, answer questions regarding the solution, obtain acceptance of proposals, and coordinating with customer through project completion. Technical knowledge (or the desire and ability to gain technical knowledge) is critical to this position, as candidates will be expected to competently relate technical information and solutions to client contacts.

DUTIES

- Maintain and foster relationships with new and existing customers.
- Identify and develop new business opportunities.
- Communicate customer needs to internal staff and company technical solutions to customers.
- Conduct on-site visits with local customers.
- Preparing proposals for contract renewals and for RFPs.
- Preparing contract documents, from managing external and internal communication, to producing highly strategic and well-thought out client deliverables.
- Other duties as required.

REQUIREMENTS

- A minimum of 2 years of Full-time Account Management related experience.
- Ability to work in a high-demand environment is a must.
- Excellent verbal and written communication skills.
- Communicate effectively in both business and technical contexts
- Capable of managing multiple priorities with competing deadlines
- Working knowledge of Microsoft Office applications including Microsoft Word, Outlook, and Excel required.
- High school diploma or equivalent required. College coursework or technical training desired. Applicable work experience may be substituted for education.

PREFERRED KNOWLEDGE, SKILLS, & ABILITIES

- Experience with technology as well as an understanding of server and network environments highly recommended.
- A self-starter with the desire for and ability to invest time and energy into learning new skills and knowledge as it relates to the technical aspects of the business.
- Ability to work independently and as a team is critical for success.
- Ability to independently manage multiple tasks with conflicting priorities, projects, and customers.
- Strong attention to detail required
- Basic technical and troubleshooting knowledge a bonus. The ability and willingness to learn these skills is required.
- Ability to set priorities and solve problems without requiring frequent supervision.
- Candidate should have strong intrinsic motivation and a strong work ethic.
- Ability to interact with individuals at all levels of an organization (from entry-level employees to managers to C-level to Executive level).

OPENINGS   Full-time position now available, with opportunities for advancement. May require working evenings and weekends, as well as participation in rotating on-call schedule after training and acclimation to the position. Open until filled.

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Applicants subject to background checks.

COMPENSATION $17-$25/hour, commensurate with experience. Plus benefits.

CONTACT INFORMATION Principals only. Recruiters, please don't contact this job poster. E-mail resumes to careers@acorntechservices.com--please attach to the email as a PDF or a MS Word document; links are not acceptable. Please reference tracking code 4806202 in your email communication; failure to do so will result in your application not being processed.