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MSP IT-Account Manager

Description

As an Account Manager, you will act as a strategic partner and advisor to our existing clients, helping them align their technology with their business objectives. You will play a crucial role in understanding their industry challenges and providing strategic guidance to optimize their IT investments and drive business growth.

Responsibilities

The Account Manager oversees the relationships and customer organizations, including regular meetings, consulting, and proposing technology or services to support customer goals. In this role, you will:

- Serve as the primary point of contact for **40-50** key client accounts, ensuring excellent service and client satisfaction.
- Conduct regular quarterly review meetings with clients to discuss their current IT setup, challenges, and future needs.
- Develop and present comprehensive IT strategies that align with client business goals, including technology roadmaps, budget planning, and risk management strategies.
- Advise on best practices in IT governance, compliance, and security measures.
- Monitor technology trends and provide proactive advice on potential client impacts and opportunities.
- Manage and resolve any escalated client issues relating to IT services.

Qualifications

The candidate must demonstrate a working knowledge of computer technology and management procedures. A degree in business administration, computer science, another relevant field, or applicable training and/or experience is preferred.

You must have at least 3 years of experience in the IT industry

An account manager needs to have specific hard and soft skills to excel in this position and effectively manage customer relationships, including the following:

- IT knowledge and technical skills.
- Excellent communication, presentation, and interpersonal skills.
- Strong problem-solving and self-learning skills.
- Show initiative when undertaking tasks.
- Good task management and multi-tasking skills.
- Ability to work independently.
- Ability to prioritize tasks.
- Ability to work well within a team environment.

This position requires a high degree of confidentiality and punctuality.

Experience with the following is highly desired for this position:

- ConnectWise Manage

Hiring organization

Premier Personnel Group

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Full Time

Industry

IT

Job Location

Kenilworth, NJ

Working Hours

M-F 8:30 am to 5 PM

- Microsoft Office Suite Applications (Word, Excel, PowerPoint)

Job Benefits

- Outstanding benefits package (including medical, dental, Vision Life Insurance)
- 401(k) plan with matching company contribution
- Visible, exciting work supporting the sales of cutting-edge technology and workflow solutions
- Profit Sharing Plans