

Burgess Technology Services Job Description

JOB TITLE: Account Manager

JOB DUTIES AND RESPONSIBILITIES:

1. Manage and develop customer accounts to initiate and maintain favorable relationships with clients. Build and maintain strong, long-lasting customer relationships.
2. Be the primary point of contact for any and all matters specific to your accounts, and build long-term relationships with assigned customers.
3. Responsible for managing onboarding and integration of new clients, and for developing existing client relationships.
4. Provide customer account management to ensure quality service levels, including negotiating contracts and agreements to maximize profit.
5. Receive sales/service requests and handle or delegate appropriately.
6. Handle BizGuard and other managed services contract renewals for assigned customers.
7. Perform product research, procurement, and order fulfillment.
8. Provide consulting and project management for IT related projects including network, security, telecommunications and vendor management.
9. Responsible for complete IT infrastructure designs and implementation including:
 - Rollout plan design to minimize downtime
 - Server installation/migration
 - Router/firewall/switch configuration including Cisco PIX, Sonicwall and HP/Aruba.
 - VMware ESXi design, installation, configuration and maintenance.
 - VPN configuration and integration of services among satellite offices
 - Secure Terminal server configuration using GPO's
 - DNS A/MX/SPF/PTR record changes
 - Exchange setup and integration into new and existing environments
 - Computer deployments/profile migration
 - Office 365 implementation and support
 - Implement, maintain and monitor network security and provide secure remote access solutions. Provide remote/onsite technical support using advanced remote support tools.
 - Maintain network infrastructure and perform analyses of network performance & security.
 - Manage user accounts, permissions, email, anti-virus, anti-spam, network utilities, printing, and security. Resolve network problems related to traffic and usage patterns, and make technology recommendations.
 - Manage system back-up and restore protocol.
 - Perform troubleshooting and analyses of servers, workstations and associated systems.
 - Create and maintain appropriate documentation.
 - Document network problems and resolution for future reference. Monitor system performance and implement performance tuning.

10. Identify sales opportunities and offer solutions.
11. Project a positive company image when dealing with any customer.
12. Keep up-to-date with new technologies and solutions.
13. Other duties as assigned.

QUALIFICATIONS/EXPERIENCE:

1. Windows Server administration and support, strong skills in Cisco and HP switching and routing, VLAN configuration, firewall configuration, Office 365 administration and support, VMware, Antivirus software, Backup software, remote management tools and desktop operating systems.
2. Ability to analyze situations promptly and to determine the proper course of action, including a strong troubleshooting ability.
3. Ability to effectively prioritize and perform multiple tasks simultaneously.
4. Ability to deal courteously with customers.
5. At least 5 year's experience.
6. Excellent communication skills and customer services skills.
7. Must be able to climb stairs.
8. Must be able to lift 50 pounds.

OTHER REQUIREMENTS:

1. Travel, primarily within Maine, will be required. Must have reliable transportation and a clean driving record.
2. Must be able to pass a background check required by Burgess Technology Services and any subsequent customer background checks that may be required.
3. Serving on duty rotation, including carrying and responding to off hours Pager on assigned weeks, will be required.

Revised: 1/15/2020