

Account Manager



Welcome to ATB Technologies, where innovation meets exceptional customer service!

We're a top-notch B2B managed IT service provider in St. Louis, fueled by the passion of our team and client referrals. At ATB Technologies, it's not just about upgrading businesses with better IT and providing top-tier customer service; it's about creating a workplace for your success.

Job Overview:

As an Account Manager at ATB Technologies, you will be at the forefront of ensuring client success, retention, and account growth. Through regular client touchpoints, including Quarterly Business Reviews, you will serve as a brand ambassador for our organization. This role requires a strong customer service orientation and the ability to manage multiple clients within the SMB market.

Primary Responsibilities:

- **Client Success and Retention:**
 - Establish trusted advisor relationships with each assigned client, driving continued value of our products and services
 - Ensure high client satisfaction, engagement, and proactive support through regular communication.
 - Serve as an escalation point for account management problems and client issues.
 - Identify and investigate potential projects and support needs.
- **Internal Liaison:**
 - Act as a liaison between internal tech teams and clients to ensure alignment and satisfaction.
 - Provide ad-hoc reporting to customers utilizing internal tools.
 - Support hardware/software procurement and manage relationships with vendors.
- **Service Management:**
 - Assist with service level tracking and reporting.
 - Stay engaged with current industry trends affecting our clients.
- **Consultative Selling:**
 - Introduce IT solutions that positively impact clients' day-to-day work.
 - Provide quotes and manage contract renewals, considering potential future changes.

Qualifications:

- Experience in supporting/selling Microsoft products, servers, networks, and desktops.
- High technical aptitude, especially in understanding and explaining configurations and technologies.
- Strong communication skills, both written and verbal, with the ability to effectively communicate technical information to non-technical individuals.
- Excellent interpersonal skills, self-motivation, and a passion for leading people and delivering IT solutions.
- Conflict resolution skills and strategic thinking to engage the right resources for issue resolution.
- Adaptability to a fast-moving, dynamic environment with changing priorities.
- Attention to detail, especially in documentation and time management.
- Proven ability to manage multiple clients within varying verticals.
- Drivers' license and vehicle required for local travel in the St. Louis region to client sites.

What ATB Technologies brings to the table:

- Competitive compensation package, bonus structures, and full employee benefits package
- A collaborative, flexible, innovative supportive culture – STL Best Places to Work, MSP 500, Fast 50
- Unlimited Vacation Policy, Matching 401k, 8 Paid Holidays
- Company paid meal three days per week.
- Employer Paid Employee Health/Dental/Vision Benefits

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