

Senior Technical Account Manager

At eScholar, the Senior Technical Account Manager serves as the primary customer contact and is the lead person for customer satisfaction and customer success. The Senior Technical Account Manager must consistently provide superior customer service to our accounts while representing customer needs and goals within the organization. In addition, this staff member will build relationships with customers to encourage new and repeat business opportunities.

This position plays a direct role in project identification and definition including development of business cases/proposals and financial analysis. The Senior Technical Account Manager will communicate regularly via e-mail, conference calls, and in-person with all customer stakeholders and our executives. This role will also work alongside the Project Management and Professional Services teams to ensure compliance with departmental and organizational policies and procedures throughout the project life cycle. The Senior Technical Account Manager reports to the Director, Client Services.

The ideal candidate for this role is someone who enjoys being on the “front lines” and has exemplary communication and negotiation skills; a passion for data analysis; and a drive to help our customers use data to help students achieve education and career success.

Responsibilities:

- Responsible for managing customer communications, conflict resolution, and compliance on customer deliverables
- Develops and maintains a strategic plan for all assigned customers
- Reviews all major deliverables (i.e. product documentation, release communications, etc.) to ensure quality standards and customer expectations are met
- Handles customer issues in an efficient manner, informing the Director, Client Services of any problems that may arise
- Builds and maintains a continuous knowledge of project status to identify potential issues and/or opportunities within or related to the project
- Develops business case proposals for new projects
- Coordinates with other Project Managers to ensure that schedules and other key data are updated regularly and on-time for inclusion in portfolio dashboards and reports
- Creates, updates and maintains overall portfolio dashboard and executive reports for use by the Client Services Director, project teams, clients, and management
- Ensures that all processes and procedures are completed, quality standards are met, and that projects are profitable
- Communicates the customer's goals and represents the customer's interests to the team
- Provides regular two-way communication between the customer and product teams, to provide appropriate team representation and set proper customer expectations
- Understands company capabilities and product/service offerings, and effectively communicates those offerings to the customer
- Provides weekly updates on all account activity, including status and call reports

Requirements:

- 4- 6 years managing customer accounts and/or software implementation projects
- Technical competence (understand software, hardware, relational databases, basic SQL, etc.)
- A “hands-on” learning style and proven ability to “hit-the-ground-running”
- Proven account management skills required to create, maintain and enhance customer relationships
- Superior verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts; outstanding facilitation skills
- Extremely detail oriented
- Comfortable handling multiple accounts and/or managing multiple projects
- Ability to understand the customer to anticipate future needs and help determine the ideal solution for current needs
- Strong analytical skills required, including a thorough understanding of how to interpret customer business needs and translate them into documented requirements
- Extensive MS Excel, Word and PowerPoint skills
- Candidates will be expected to demonstrate a solid understanding of intersections between technology operations, development, and project delivery/hand-off.
- Experience in the education sector preferred
- Motivated, goal oriented, persistent and a skilled negotiator
- Plans and carries out responsibilities with minimal direction

Desired:

- Knowledge of K-12 and/or Post Secondary Education
- Data Warehousing and BI solutions experience
- Proficiency in educating customers on software products
- Business Analysis experience
- Experience working with state and/or local education agencies
- Project Management Professional (PMP) Certification

For consideration, please apply on the careers page of our website <http://www.escholar.com/work-at-escholar/>

Due to the high volume of applications we receive, we are only able to contact those candidates whose qualifications most closely match the position requirements. To qualify, applicant must be a U.S. citizen, permanent resident alien ("green card holder"), temporary resident alien, refugee or asylee. Visa sponsorship is not available. eScholar LLC is committed to equal employment opportunity and employs all qualified persons without regard to age, race, creed, color, national origin, gender, sexual orientation, disability, marital status, Vietnam Era Veteran status, genetic predisposition, or carrier status, or any other classification protected by the federal, state or local laws.

eScholar works with state, local and federal education agencies across the country to help them solve their education data management and data warehouse challenges. For 20 years, we have been exclusively focused on delivering education data management solutions which enable education agencies to integrate, manage and make available key education-related data. We have built an organization of experienced education data management and software and project management professionals who understand the challenges and issues associated with the collection, integration and management of education data.

Our company values Integrity, Leadership, Respect, and Diversity. We enjoy working with people who can turn insight into action, who are strong analytical thinkers and creative problem solvers, and who are able to influence others in both verbal and written communication. Talented candidates who work well independently and who have a demonstrated ability to positively engage with others should consider a career with eScholar.

eScholar Company Values

Integrity

We are entrusted with the important responsibility of helping students achieve their educational goals. At eScholar we never lose sight of the protection and support of the students who have put their trust in us. This means that each member of our team strives constantly to be worthy of that trust, to accept and provide open and honest perspective in everything we do.

Leadership

eScholar not only serves education agencies like school districts and state education agencies, but leads our industry in becoming more responsive to students' needs. We do this by discovering innovative means to help students become more effective in achieving success. We value leaders who can align the success of our team to the success of our customers and to the ultimate success of the students.

Respect

eScholar team members must respect the mission we are focused on, as well as the perspectives of our customers and of the professionals we partner with. This requires that team members demonstrate that respect for others and their viewpoints and conduct themselves in a manner worthy of respect in return.

Diversity

eScholar is focused on helping individual students achieve the goals they have chosen for their lives. To accomplish this, we must value each person's culture and perspective and communicate and deliver our services in a manner which reflects that value. This imperative demands that we seek and cultivate a team that reflects this ideal.