



Job Description

Job Title: Account Manager
Department: Sales
Supervisor: Director of Sales
Location: Silverton, Oregon; Minneapolis, Minnesota

Med Tech Solutions (MTS) is an all-encompassing IT solutions provider with expert 24x7 user and application support. MTS brings together the right technology to deliver proven solutions for clients, including devices, applications, cloud services, training, and helpdesk.

We work exclusively with healthcare organizations across the United States, providing simple and cost-effective HIT and Cloud solutions. MTS is headquartered in Valencia, California, with regional offices in Minneapolis, St. Louis, Missouri, Silverton, Oregon, and Morristown, New Jersey. Our website can be found at www.medtechsolutions.com

Job Description

The Account Manager at MTS will work as an advocate for existing clients. This position will be responsible to promote additional MTS products and services, monitor project and service delivery, escalate issues and concerns as necessary, facilitate communications between clients and MTS staff and maintaining a positive relationship with clients.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Your number job priority is client satisfaction and retention.
- Responding to client correspondence, calls, emails etc. and fielding their questions.
- Responding to complaints or issues (emails, surveys, through techs or misc.)
- Creating Quotes to existing clients
- Working with clients on their IT roadmap including: workstation and server replacements, backup and recovery, security, cloud computing, new technologies, new locations, etc.
- Review tickets for your accounts and discuss with the service manager and client as needed
- Meet with Clients regularly (monthly or quarterly as needed)
- Call clients to address questions and concerns
- Inform clients of new products and services
- Review and adjust agreements as necessary
- Review existing hardware with clients.
- Review client goals and revise their IT roadmap as necessary
- Project and Service oversight
- Be aware of upcoming projects, jobs and additional work that will affect clients.
- Ensure help desk technicians and project personnel are aware of new work
- Watch, help with ticket escalations
- Escalate issues internally as necessary

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



- 2-5 years of sales or technical pre-sales experience
- A solid balance of service and sales culture
- Ability to communicate high level technical value propositions and demonstrate ways you can solve problems for and with IT professionals
- Exceptional verbal and written communication skills and the ability to engage and motivate your customer base
- Strong analytical, organizational and interpersonal skills
- A verifiable track record of sales success in a IT Solution Provider, Integrator, VAR, start-up or fast-growth environment would be a major plus
- Watch, help with problem service tickets
- Understanding of Client Contracts
- Excellent communication, organization and presentation skills
- Able to work independently with a sense of urgency
- Be able to lift at least 50 lbs

Education and/or Experience

- Bachelor's degree (B.S.) from four-year college or university in business, healthcare management or related field and a minimum of two years related experience and/or training; or equivalent combination of education and experience.
- Information technology sales experience in the healthcare Industry
- Previous experience with computerized practice management IT systems
- Specialized EHR, information technology or internet training or work experience
- Previous experience with installation training and support of users of computerized practice management and EHR systems

Benefits: Benefits include PTO, paid holidays, training, various health plans to choose from, dental, 401k with company match, FSA option, disability insurance, and paid life insurance.