

Job title	Technical Account Manager
Location	Woodmead, Johannesburg, South Africa
Contract Type	Permanent
Reporting Structure	Line Manager
Position Description	<p>SEIDOR Networks is looking for a technical customer relationship manager to join a growing team based in Woodmead, JHB.</p> <p>The SEIDOR Networks Account Management Team is responsible for managing customer success by building and maintaining customer relationships and growth.</p> <p>The candidate should have an IT solutions technical background. He/she will ensure that the relevant internal departments have completed technical requests for customers. Opportunities and feasible solutions need to be identified through resolutions to known problems.</p> <p>The candidate will be accountable for current customer satisfaction and upselling targets by achieving predetermined measurable performance goals.</p> <p>This is the perfect role for a self-motivated individual with a natural enquiring mind with industry-relevant experience and the ability to work in a process-driven environment.</p>
Remote Working	<p>The candidate may be required to work remotely from time to time to fulfil his/her responsibilities.</p> <p>The candidate will be required to have a reliable uncapped Internet connection with a minimum of 4Mbps upload and download speed with an average uptime of 99% or better.</p> <p>The Customer Account Manager will be required to have the necessary backup power to perform his/her duties during planned or unplanned power outages.</p>
Role Requirements	<ul style="list-style-type: none"> • Matric, Diploma or Degree in related field is an advantage • Minimum 5-years industry-relevant work experience in a Managed Services Provider (MSP) environment • Must be able to travel to and from the Woodmead office and customers in Johannesburg to perform his/her daily duties

	<ul style="list-style-type: none"> • Must have a valid drivers' license and own reliable vehicle • Must have a reliable home uncapped Internet connection with a minimum of 4Mbps download/upload speed to work remotely • The position requires a mix of office-based and remote work from home as well as Customer face to face meetings • Must be willing to learn new technologies • Must be willing to complete predetermined certifications at regular intervals <p>Required Knowledge / Experience:</p> <ul style="list-style-type: none"> • Managed Services Offering Business Model • Technical Background on Networks • IT Industry related product knowledge <p>Advantageous Knowledge / Experience / Certifications:</p> <ul style="list-style-type: none"> • ITIL Foundation • ConnectWise Manage • Microsoft & M365 Licensing
<p>Responsibilities</p>	<ul style="list-style-type: none"> • Work with existing portfolio to promote customer success • Identify Opportunities by understanding root causes to known problems • Identify improvements and/or opportunities through shortcomings or expectation gaps in technical solutions • Regular customer relationship contact • Communicate telephonically and electronically with customers, and all internal departments for technical query resolution, and customer escalations • Ability to prioritize, escalate and request assistance when needed in a timely manner • Must be open to learning new technologies and service delivery methodologies
<p>Key Attributes</p>	<ul style="list-style-type: none"> • Excellent communication skills (verbal and written) • Natural technical enquiring mind • Technically astute • Detail-orientated • Strong analytical and problem-solving skills • Demonstrate good people skills • Energize through interaction with people • Work within a team or independently • Good Time management skills • Dependable and responsible • Positive attitude

	<ul style="list-style-type: none">• Willing to learn• Calm under pressure• Self-management skills• Presentable• Punctual and reliable
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