



**Job Title:** Technical Account Manager

**Fair Labor Standard Act Status:** Exempt

**Summary:**

The Account Manager serves as the liaison between our clients and our internal Sales and Software Development departments with respect to the Voter Registration product lines. This position is assigned to clients for the purpose of developing long term relationships while understanding and managing customer expectations and demands. This is a fast-paced environment and requires the Account Manager to manage multiple projects and clients simultaneously and requires some overtime hours/weekend hours – especially during elections. Individuals in this position will take work seriously, have a strong sense of urgency, and be self-disciplined.

**Responsibilities:**

- Provide excellent, positive customer service and technical support
- Facilitate and manage communication among internal departments and customers
- Track and manage assigned software enhancements through the development life cycle
- Educate customers on new releases via user groups, data reviews and internal training
- Work with the Product Owner to develop the appropriate documentation for clients such as test cases, release notes and product advisories
- Assist with identifying and evaluating customer training needs
- Formulate training and implementation plans and assist in determining appropriate instructional methods
- Monitor and document state, federal and local regulations that affect the voter registration system
- Track and manage assigned software enhancements through the development life cycle and educate

**Key Requirements:**

- Proficient skills and knowledge of Microsoft Office365
- Knowledge of Windows OS family, JAVA, .NET and Citrix system technology
- Familiarity with troubleshooting customer networks and PC hardware/peripherals
- Team player that can take direction and work independently
- Strong communication, written, organizational and follow-up skills
- Navigation of stressful situations with a level head and sense of ease under tight deadlines
- Above average attention to details and strong collaboration skills to influence, develop and maintain relationships with both internal and external customers
- Excellent problem-solving skills and adaptability to effectively manage frequent changes in schedule, delays or unexpected events.

**Join the Runbeck Team today! Inquire at [Jobs@Runbeck.net](mailto:Jobs@Runbeck.net)**

**Runbeck Election Services**

**2800 S. 36<sup>th</sup> Street, Phoenix, AZ 85034 :: 602-230-0510 :: [Runbeck.net](http://Runbeck.net)**

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**Experience/Education:**

- Preferred Bachelor's degree in business administration or computer technology field
- At least 3 years of Client Service management experience

**Work Authorization:**

- Must be authorized to work in the US for any employer

**Please send resumes to [jobs@runbeck.net](mailto:jobs@runbeck.net)**

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