



Job Title: Field Technician (Account Manager)

Fair Labor Standard Act Status: Exempt

Summary: The responsibility of this position is to manage specialized work both efficiently and competently.

Core Responsibilities:

- Lead, operate, install and test Runbeck proprietary hardware and software which supports functionality for multiple counties.
- Evaluate, establish and manage cross-functional partnerships with Designated Election Official staff.
- Maintain and enhance applications on an ongoing basis per user/customer feedback.
- Provide support to sales, Runbeck support and customers.
- Provide prompt resolutions to product issues in production.
- Collaborate with members of the Sales Force to recognize potential sales opportunities, as well as ensure the maintenance and further development of current business relationships.
- Develop and maintain successful working relationships with the Runbeck project team.
- Create and maintain detailed project plans, status reports and other documentation.
- Directly supervise temporary employees during peak times including: assigning and directing work, appraising performance of temporary employees, addressing complaints and resolving problems.
- Help to plan, coordinate and execute election cycle billing and inventory count to ensure a high level of on time billing, inventory control and accuracy.
- Complete inventory and equipment transactions in the Avanti shop floor system.
- Communicates to Director and staff regarding election cycles, customer problems and Designated Election Official needs.
- Efficiently manage team territory and ensure the continued growth of the business.
- Complete additional tasks deemed necessary by the Director.

Work Environment:

- Occasional exposure to moving mechanical parts while working.
- Noise level in the work environment: moderate.
- Safety procedures must be followed at all times.
- Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of their position.

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Skills Required:

- Proficient in Windows 7 and 10, Microsoft Office, MS SQL, Avanti and WinSoft.
- Basic networking and printer experience.
- Experience creating project plans, managing resources, managing multiple project timelines/milestones and project status reporting.
- Customer service and user interface with training on Runbeck software and equipment product lines.
- Ability to read, analyze and interpret general business reports and documents.
- Ability to effectively present information and respond to questions from groups of managers, clients and customers.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Strong ability to appropriately prioritize work and manage one's time.
- Proven leadership skills and the ability to work independently.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Excellent written and verbal communication skills.
- Ability to multi-task with strong attention to details.

Qualifications:

- Ability to travel
- Ability to work long hours during election cycles
- Ability to lift 125lbs on occasion and 50lbs on a regular basis
- One year of IT experience with A+
- Strong knowledge of Election Laws and Security procedures and experience with Elections
- Must be citizen of the United States.
- Must pass drug test.
- Must have a valid driver's license.
- Must have a felony free record.

Please send resumes to jobs@runbeck.net

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