

Account Manager

Position Description

Grade	7.1	Position number	
Employment type	Fixed term	Status	Full time
Division	Customer Engagement	Direct / indirect reports	2 / 0
Reports to	GM Shared Government Services / GM Custom Services and Solutions		
Date approved			

About CenITex

Our Vision	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
Our Purpose	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
Our Values	Our values are the foundation of our culture and guide how we work together: RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE

Division Summary

The Customer Engagement team builds and manages relationships with Departments and Agencies in the Victorian Public Sector. Engagement ranges from deep relationships with Departments to broad connection to public sector entities. The intent is to grow the impact of CenITex services across the Victorian Public Sector through providing reliable, easy to use contemporary technology which enables our customers to deliver the services the Victorian community needs and expects.

The Customer Engagement team builds a deep understanding of our customers and how government works and plans and develops the best value services to meet their needs.

Position Purpose

Leads an assigned territory of accounts responsible for managing multiple major accounts and leading a team of Service Delivery Manager(s) and Customer Solution Specialist(s). Owner of key customer relationships for managed accounts and expected to develop strong and fruitful partnership with the CIOs. Provides senior strategic leadership to the virtual account team across CenITex to ensure strategies and solutions meet customer and contract deliverables.

Key Accountabilities

- Strategically focussed and responsible for client satisfaction across the assigned account territory. Accountable for the quality and profitability of services and solutions delivered.
- Provides strategic leadership of virtual account team to ensure solutions meet customer and contract needs.
- Accountable for landing and delivering projects to meet the growth target set in the revenue quota for the assigned account territory.
- Develops a comprehensive strategy for each account and plays a leadership role as a trusted solutions advisor by mitigating risk in contract delivery and cost challenges and reinforcing the value proposition to the client.
- Develops strong understanding of the client's department / agency and through this is able to assess implications of strategies and projects for the client and can advise the CIO accordingly.
- Serves as the primary management contact and liaison for CenITex to the clients, particularly at the executive level; through building and maintaining effective relationships with key decision makers.
- Ensure ongoing service delivery and customer service in relation to both strategy and actual targets.
- Oversees the continuous and effective delivery of services within budget and in accordance with contractual requirements; accountable for budget and resource allocation (human, infrastructure, tools).
- Analyses cost data, assesses risk and makes sound business decisions and demonstrates the ability to balance quality and cost in negotiating resources and solutions.
- Closely manages and monitors portfolio performance of projects across accounts, particularly in relation to the development of strategies and processes, metrics, change management and communication.

- Effectively and proactively manages risk for high to very high risk projects, holding a seat at the table on Program Control Boards of key customer projects.
- Responsible for adherence to terms and conditions of the MOU and any other agreements in place with specified clients, encompassing, measuring and meeting performance expectations.
- Develop and lead the account teams to ensure timely, cost effective delivery of SLA's and ensure there are well developed and managed service delivery plans.
- Coach and develop people as individuals and as a team - building the right capabilities and skills in the team for current and future needs including career planning.
- Oversees and monitors technical performance, including that of investors and sub-contractors.
- Identifies and recommends areas of continuous improvement.
- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. **Specialist Expertise and Experience**
Substantial knowledge, capability and senior experience in relationship building and account management in the technology sector, with strong recognition as a leader in field of work.
2. **Stakeholder management and Influencing**
Superior stakeholder management skills with the ability to credibly communicate, negotiate and influence strategic outcomes at the most senior level.
3. **Strategic Planning**
Strategic thinker and commercially astute, with track record in in proposing and developing customer focussed and commercially sound technology and business solutions, that advance strategic interests.
4. **Business Management**
Demonstrated ability to develop and drive objectives through effective planning of resources and business functions i.e. people, finance and performance.
5. **Leadership**
Significant track record in forming and leading high performance matrix teams, with proven ability to motivate, inspire and align teams to strategic priorities.

Education and Qualifications

- Postgraduate tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.

Skills & Competencies

- **Change Management** - Maintains and controls their work group so that it continues to perform over time in changing circumstances
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation's current and future success
- **Customer Focus** - Provides an end to end customer experience and meets the customer's expectations and needs
- **Innovative Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative** - Remains proactive and takes prompt action to accomplish goals
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation
- **Performance Management** - Ensures the appropriate performance of all direct reports over time
- **Planning and Organising** - Plans own and team's schedules and resources so that their work is completed by the required time.
- **Relationship Building** - Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Team Work** - Relates with others in their team to achieve the work group's goals over time

Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.