

# Career Opportunity

## Client Engagement Manager

Fortified Data is a rapidly growing global provider of database design, management, and support services. We are thought leaders within our industry with many years of experience in some of the largest and highest volume mission-critical systems. We pride ourselves on providing our clients with holistic business and technical roadmaps that enable them to meet and exceed their objectives. Our work environment is challenging, fun, and exciting. We are a destination employer where many of our employees specifically sought employment opportunities with us.

Fortified Data is an equal opportunity employer. Eligible candidates must provide evidence of legal working status for any employer in the U.S.

### Job Summary

Fortified Data is currently seeking a Client Engagement Manager (CEM) who will be counted on as part of the Service Delivery team to make our clients “raving fans” of our services. The CEM serves as the focal point for escalating client issues and requests as well as communicating the status of the client’s technical environment and the value we provide. The primary job functions of the CEM include onboarding new clients, developing and maintaining relationships with key people within our client’s organizations, managing client priorities and expectations, and assuring that we deliver the best service possible. A successful CEM will be a keen problem-solver who is able to delegate tasks and make difficult decisions. Ideal candidates should have a growth mindset, superb interpersonal skills, and the ability to manage multiple projects concurrently.

### Duties & Essential Job Functions

- Facilitate the onboarding of new clients
- Build and maintain key relationships within the client’s organization
- Rapidly respond-to and escalate client issues within our Service Delivery team
- Define and document our client’s business and technical goals
- Attend all client meetings, take copious notes, and manage the completion of the tasks and resolution of any issues that arise during these meetings
- Assist management in determining the resources required to provide client services
- Prepare and present monthly and quarterly client status and health summaries
- Facilitate quarterly in-person meetings with all enterprise clients
- Manage contract renewal process for managed service contracts
- Identify additional ways in which we can help our clients and engage our Sales and Service teams as necessary
- Update client information in various Service Delivery systems including the CRM, Project Management, and Client Portal

- Assist the management team in identifying, developing, and implementing tools and processes to maximize client engagement, satisfaction, and retention
- Assist with establishing the resources required for projects and presenting findings to upper management
- Collaborate with technical staff to create annual strategic plans to deliver services
- Analyze client issues and develop plans to mitigate them

## Education & Experience

Education: Bachelor's Degree or Equivalent

Required Experience: 3+ years of demonstrated experience in Technical Account Management, Technical Engagement Management, or similar role

Preferred Experience: Preference will be given to candidates with experience in:

- Information Technology services
- Database Administration and/or development
- Prior experience with a Managed Services Provider (MSP)
- Formal Sales Training
- Project Management Experience

## Required Attributes

- **Customer Service:** Strive to "WOW" clients with every interaction and be the voice of the client within our organization. Ability to make decisions in a fast-paced environment while keeping the client's best interests in mind.
- **Technology:** Ability to understand and articulate information regarding database managed services including SQL and Oracle.
- **Task Management and Prioritization:** Superb analytical, diagnostic, and troubleshooting skills and the ability to manage multiple issues and/or client requests simultaneously and successfully bringing them all to resolution in a timely manner. Ability to manage time efficiently and work autonomously.
- **Exemplary Communication Skills:** Ability to draft clear and concise written communications including e-mails and client-facing documentation. Great interpersonal and communication skills and ability to facilitate in-person and remote presentations.
- **Automation / Tools:** Proficient in the use of all Microsoft Office software applications including Outlook, Word, PowerPoint, and Excel. Willingness and ability to learn and implement new software applications and technologies.

## Work Environment

- Most work will be performed remotely
- Up to 15% travel possible