

Information Technology Customer Service Representative / Account Manager – Riverside, CA

COMPANY

Located in the Freeway Industrial Park, Riverside, California, Acorn Technology Services is a provider of Managed Information Technology Services (“MITS”). We believe that all businesses, regardless of size and industry, are increasingly dependent on information technology, but find the understanding and management of IT to be a distraction from the activities that are essential to their success. Acorn Technology Services offers high quality, reasonably priced, dependable IT solutions, thereby allowing its customers to focus on their core competencies.

With Acorn Technology Services’ integrated IT solutions and custom-tailored hardware and software systems, our customers can quickly achieve their ideal IT infrastructure without the costs of an “in-house” IT department.

GENERAL PURPOSE OF THE POSITION

The Customer Service Representative / Account Manager is responsible for maintaining and servicing existing customers and identifying and closing new prospects. Successful candidates would manage opportunities for major and minor client projects through liaising between the customer and the technical solutions team to determine customer needs, present solutions to the customer, answer questions regarding the solution, obtain acceptance of proposals, and coordinating with customer through project completion. Technical knowledge (or the ability to gain technical knowledge) is critical to this position, as candidates will be expected to relate technical information onto client contacts.

DUTIES

- Maintaining relationships with existing customers.
- Identifying and developing new business opportunities.
- Communicating customer needs to internal staff, developing solutions, and ensuring implementation of solution.
- Conduct on-site visits with local customers.
- Other duties as required.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required. College coursework or technical training desired. Applicable work experience may be substituted for education.
- Previous customer service and/or account management related experience.
- Experience with technology and server domain environments exceedingly helpful, and highly recommended.

KNOWLEDGE, SKILLS, & ABILITIES

- The desire for and ability to learn new skills.
- Ability to work independently and as a team critical for success.
- Professional verbal and written communication skills required, and the ability to adapt communication to the IT knowledge of the individual customer.
- Basic technical and troubleshooting knowledge a bonus. The ability and willingness to learn these skills is required.
- Ability to manage multiple tasks, projects, and customers.
- Ability to set priorities and solve problems without requiring frequent supervision. Candidate should have strong intrinsic motivation and a strong work ethic.
- Working knowledge of Microsoft Office applications including Microsoft Word, Outlook, and Excel.
- Ability to interact with individuals at all levels of an organization (from entry-level employees to managers to C-level to Executive level).

OPENINGS Full-time position now available, with opportunities for advancement. May require working evenings and weekends. Open until filled. Applicants subject to background checks.

COMPENSATION \$15-\$20/hour, commensurate with experience. Plus benefits.

CONTACT INFORMATION Principals only. Recruiters, please don't contact this job poster. E-mail resumes to careers@acorntechservices.com--please attach to the email as a PDF or a MS Word document; links are not acceptable. Please reference tracking code 4806202 in your email communication; failure to do so will result in your application not being processed.