

About Veeya

Our passion is enabling, empowering and encouraging those who give of themselves to educate and care for others by simplifying the insanity of technology. We are a Managed Service Provider (MSP) focused on helping academic and non-profit organizations by providing safe and reliable Internet connectivity, secure and connected campus infrastructure, responsive wireless networks, dependable and modern Voice over IP (VoIP) telephony, and controlled, role-based devices.

Primary Job Responsibilities

The Strategic Account Manager has three core strategic responsibilities:

1) Build Thriving Business Relationships with Strategic Customers

- a. Drive rhythm of communication that builds trust-based relationships with specific Strategic Accounts through proactive and timely dialog, executive-level Key Performance Indicators (KPIs) and relevant reporting.
- b. Proactively drive two-way communication aimed at landing clarity and/or new projects designed to increase our customers' overall productivity and satisfaction.
- c. Ensure Veeya Customer Success is responsive to strategic customer requests and fully resolving Help Requests in a manner aligned with our Service Level Objectives (SLOs).
- d. Provide coaching and encourage new Onsite Support and Remote Support Service standards designed to increase customer satisfaction and improve efficiency.

2) Add Velocity to the Veeya Customer Lifecycle through Key Internal Projects

- a. Communication Liaison between our strategic customers' stakeholders and Veeya Finance, Customer Success and Services teams
- b. Actively listen to stakeholder challenges, gather and clarify business needs, convert them to Service Requirements Documents, socialize with CX, then present to Services.
- c. Clarify requirements, then earn signed customer commitment agreements.
- d. Play a key stakeholder role in determining the Veeya Services Roadmap based on collective input from customers and peers.
- e. Work proactively with Veeya Customer Success to ensure Technical Account Managers (TAMs) are handling the appropriate volume and type of communications.
- f. Coordinate with departmental leads in scheduling team resources for training, projects, and process standards related to your Strategic Account(s).
- g. See the big picture of why end users across our strategic customers struggle and help drive priority for the most urgent issues

3) Be a Catalyst for Making Veeya a Data-Driven Service Provider

- a. Become a thought leader and provider of key insights and data that clarify where Veeya shines and where we have opportunities for improvement.
- b. Develop reports that track company performance metrics in alignment with Veeya companywide KPIs
- c. Provide Vendor Management for strategic systems that drive our internal business, including priority, standards, system administration, support, and training.
 - i. Professional Services Automation (PSA) – Kaseya BMS
 - ii. Remote Monitoring & Management (RMM) – Kaseya VSA

Strategic Account Manager



This position is strategic to the organization. The individual in this role must master the process of helping team members and customers work together. The following responsibilities are provided to further clarify the day-to-day tasks:

- Work with Customer Success, Services, and Onboarding teams to continuously improve the customer experience and maximize customer understanding and utilization of Veeya services.
- Connect regularly with key strategic customer points of contact and stakeholders, continuously building relationship, understanding of their business needs and how leveraging Veeya services can fill those needs
- Proactively drive customer needs-based proposals and projects for implementing standard services to strategic accounts
- Deliver regular customer-facing executive-level KPI reports for named strategic accounts
- Participate regularly in key Services and service roadmap development discussions and meetings
- Support, train, and coach departmental leads in leveraging strategic systems and tools in order to bolster productivity and effectiveness for their teams and their intersections with customers and other departments.
- Maintain relationship with strategic system and tool vendors to ensure Veeya is taking advantage of appropriate useful features, and promotions and pricing.
- Keep a strong “get it done by enabling others” mentality; constantly think about how TAMs can continuously grow their relationship and influence with strategic customers.
- Manage priorities and use creative communication methods to successfully influence the right internal actions for any situation.

Required Skills and Abilities

- Must feel comfortable interacting with all levels of customers’ team (e.g., principals/headmasters/business owners, office managers/managers, leaders/teachers/faculty, executive team members)
- Natural problem-solving abilities, both strategic (identifying new problems to solve) and tactical (strong technical troubleshooting skills)
- Must be willing to ‘fight’ for customers in winsome ways
- Loves the process of making everyone better
- Proven ability and passion for building trustworthy relationships
- Fantastic communicator (both in person and in writing) and natural leader
- Pursuer of better ways to schedule and communicate
- Excellent discernment regarding how and when communications need to happen – and with whom (right content, right audience, right time)
- Technical enough to earn right to influence technical priorities, confident enough to make professional recommendations
- Critical thinking skills