

You'll Love Veeya

Veeya treasures the relationships we're building with the people we serve. We're a unique Managed Service Provider (MSP) providing right-sized technology services to schools and businesses. We have customers throughout the Phoenix metro area, Dallas/Fort Worth, San Antonio, and Austin. We're enthusiastic about building a culture focused on learning to better serve our families, each other and our communities by continuously improving our rhythms of communication and advancing the approach we take to serve.

Primary Job Responsibilities

This will be our first management position in Texas, with two direct reports (one in San Antonio and one in the Dallas area). The person accepting this role must be based in San Antonio, but some travel to Austin will be required 2-3 times/quarter and potentially to Dallas/Fort Worth 3-2 times per year. Since Texas is projected to be our largest region, we're enthusiastic about the potential for this role to grow substantially over the next 3-5 years.

1) Provide exemplary technical service and coaching for the technical services we provide

- a. While our aim is for this role to manage other Technical Account Managers, the role is absolutely a "player/coach" role for the next 1-2 years.
- b. You will provide *both* onsite and remote technical support requiring basic thinking and troubleshooting skills related to hybrid Active Directory/AAD deployments, Office 365, group policies, permission management, printers, etc., as well as support of basic networking and wireless access points, and IP phone systems.
- c. Determine if issues are beyond the scope of basic troubleshooting and support and escalate to Veeya Service Engineers as appropriate.
- d. Use active listening skills to best understand technical requests, then leverage excellent communication skills to help the user gain confidence.
- e. Ability to provide best practice recommendations for Office 365 elements such as SharePoint, Teams, and/or OneDrive based on various scenarios.
- f. See the big picture of why end users love our services and/or struggle with specific areas, then help drive priority for the most urgent improvements/features.

2) Manage Texas-based Veeya Technical Account Managers and prepare for scale

- a. Drive a rhythm of communication that builds trust-based relationships among the team.
- b. Model and encourage customer communications aimed at proactively diffusing potentially problematic situations, providing clarity, and confidently recommending the best course of action.
- c. Engage in timely dialog with strategic customer executives, leveraging Key Performance Indicators (KPIs) and relevant reporting.
- d. Work cooperatively with the Veeya Customer Success team (based in Phoenix, AZ) to ensure remote support is responsive to customer requests and fully resolving Help Requests in a manner aligned with our Service Level Objectives (SLOs).
- e. Provide coaching to your team and constantly encourage them to follow standard processes and documentation guidelines aimed at increasing overall customer satisfaction and improving efficiency as we scale the Texas region.

3) Represent Veeya and proactively manage director-level customer relationships

- a. Act as a Communication Liaison between our strategic customer stakeholders and Veeya’s Customer Experience (CX), Services, and Finance teams.
- b. Proactively drive two-way communication aimed at landing clarity and/or new projects designed to increase our customers’ overall productivity and satisfaction.
- c. Ability and willingness to serve as “Veeya Ambassador” externally while playing the role of “Staunch Customer Advocate” within Veeya.
- d. Actively listen to stakeholder challenges, gather and clarify business needs, convert needs to business requirements, and generate customer commitment agreements.
- e. Work proactively with Veeya Customer Success to ensure Technical Account Managers are handling the appropriate volume and type of communications.
- f. Coordinate and collaborate with departmental leads and on-boarding project managers to scheduling team resources for training, projects, and process standards related to your Strategic Account(s).

This position is strategic to the organization in that it will be our first management role in Texas. 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.
- 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
- 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