



Job Title: Technical Account Manager

Fair Labor Standard Act Status: Exempt

Salary: \$75,000 -\$100,000 D.O.E. + Benefits

About Us:

Runbeck Election Services, Inc. successfully innovates the process of producing elections for jurisdictions nationwide. We've expanded from producing local counties' elections to delivering customized election solutions for over 70 million voters nationwide. Embodying the spirit of "what is possible", Runbeck develops advanced equipment, software and production methods. Our processes use the latest technologies and draw from nearly five decades of expertise. Operations are completed at our state-of-the-art, environmentally friendly, secure facility designed specifically for producing election materials. Runbeck is America's Election Partner®.

Summary:

The Technical Account Manager serves as the liaison between our clients and our internal Sales and Software Development departments with respect to the Voter Registration product lines. This position is assigned to clients for the purpose of developing long-term relationships while understanding and managing customer expectations and demands. This is a fast-paced environment and requires the Technical Account Manager to manage multiple projects and clients simultaneously and requires some overtime hours/weekend hours especially during elections. Individuals in this position will be passionate to our mission, have a strong sense of urgency for deadlines and be self-disciplined.

Responsibilities:

- Provide excellent, positive customer service and technical support
- Facilitate and manage communication among internal departments and customers
- Track and manage assigned software enhancements through the development lifecycle
- Educate customers on new releases via user groups, data reviews and internal training
- Work with the Product Owner to develop the appropriate documentation for clients such as test cases, release notes and product advisories
- Assist with identifying and evaluating customer training needs
- Formulate training and implementation plans and assist in determining appropriate instructional methods
- Monitor and document state, federal and local regulations that affect the voter registration system
- Track and manage assigned software enhancements through the development life cycle and educate

Join the Runbeck Team today! Inquire at Jobs@Runbeck.net

Runbeck Election Services

2800 S. 36th Street, Phoenix, AZ 85034 :: 602-230-0510 :: Runbeck.net

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Key Requirements:

- Proficient skills and knowledge of Microsoft Office365
- Knowledge of Windows OS family, JAVA, .NET and Citrix system technology
- Familiarity with troubleshooting customer networks and PC hardware/peripherals
- Team player that can take direction and work independently
- Strong communication, written, organizational and follow-up skills
- Navigation of stressful situations with a level head and sense of ease under tight deadlines
- Strong attention to details and strong collaboration skills to influence, develop and maintain relationships with internal and external customers
- Excellent problem-solving skills and adaptability to effectively manage frequent changes in schedule, delays or unexpected events

Experience/Education:

- Preferred Bachelor's degree in business administration or computer technology field
- At least 3 years of Client Service management experience
- Experience working in the election industry is preferred

Additional Information:

We are proud to offer a robust benefits package that is well-suited to our team of election heroes!

- Major Medical Insurance
- Dental Insurance
- Vision Insurance
- Basic and Voluntary Life Insurance benefit
- Short- and Long-Term Disability Insurance
- Accident Insurance
- Critical Illness Insurance
- Employee Assistance Program (EAP)
- IDShield
- Pet Insurance
- 401K Matching
- Tuition Reimbursement

Work Authorization:

- Must be authorized to work in the US for any employer

Please send resumes to jobs@runbeck.net

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