

GENERAL INFORMATION	
POSITION TITLE	Account Manager (MSO), Telecommunications Engineering
DEPARTMENT	Telecom and Broadband Engineering
LOCATION	Home Based
REPORTS TO	Director of Operations
LAST UPDATED	05/22/2023

JOB DESCRIPTION

RAMTeCH Software Solutions is a global GIS consulting, engineering, data management, and software solutions company specializing in the utility and telecommunications industries, and government. We are seeking an Account Manager in our Telecommunications Engineering division, with a strong background in Outside Plant Engineering in the CATV industry. This position is responsible for ensuring the management of RAMTeCH’s outside plant telecommunications engineering service solutions to MSO customers. Function would include generating new accounts, management of specified existing accounts and support of various other sales & management related activities associated with the position including functional interaction with peers, ensuring solutions are appropriately represented to customers and customer needs are adequately represented to RAMTeCH, conferences, business partners, etc. The work requires the ability to access and interact with senior executives and directors at select telecommunications service providers, and solutions providers supporting these companies, while working across any aspect of a prospect’s business units.

- RESPONSIBILITIES**
- Collaborate with the client to define the scope, inputs, outputs, approved materials, typical infrastructure, architecture, area specific requirements, and approved tools for given engineering project.
 - Conduct reviews of client samples and standard documents to provide experience-based feedback for the level of effort and skills required to create and deliver a high-quality product.
 - As required, perform quality reviews for all deliverables created by our Production teams.
 - Act as RAMTeCH point of contact for client, participating in all project specific interactions with the client, often times being the liaison between client and RAMTeCH production team.
 - Assisting Business Development with supporting and identifying new opportunities as well as changes to steady state projects.
 - Provide leadership direction and direct contribution toward development of sales documents including bids, presentations, reports, etc.
 - Attend industry trade shows and other identified meetings as required, contribute to development of technical papers and presentations as required, and attend periodic company meetings.
 - Build, prioritize, and manage an extensive pipeline of work that leads to consistent annual sales quota achievement.

SKILLS, QUALIFICATIONS & REQUIREMENTS

- Focus on sales efforts by planning and pursuing new business with existing clients and make appropriate adjustments based on the client's needs, which can include general communications, presentations, demonstrations, etc.
- Contribute to direct sales as a team effort and provide constructive input to solutions, products, and services and to the sales organization through the execution of work.
- Work independently, coordinate sales support, and collaborate with a diverse interdisciplinary team, including business partners, to sell and close business.
- Excellent organizational skills, communication skills, listening skills, customer-facing skills.
- Strong understanding of broadband telecommunications business structures in multiple markets, business challenges, budget processes, and operational and business systems.
- Fundamental understanding of the broadband telecommunications marketplace, trends, and competition.
- General understanding of the following project types, architectures, software:
 - Node additions, node splits, node segmentations, and upgrades across various N+X architectures using DOCSIS 1.0 - 4.0 standards.
 - HFC / RF design, RF signal balancing, powering, and DB loss calculations.
 - Outside plant planning, data collection, engineering, placing, splicing, termination, and testing of fiber, copper, and coax networks.
 - Lode Data, MicroStation, AutoCAD, and SpatialNET.
- Willingness to travel at levels consistent with the position and the location of accounts in the US and possibly Canada, with potential for international travel.

EDUCATION/EXPERIENCE

- Minimum of five years of proven successful project management experience in the broadband telecommunications industry.
- Demonstratable Office 365 Suite skills.
- Understanding of and demonstrable competency with modern CRM programs.

REQUIREMENTS

- This position will be performed remotely, must have home office configured for productivity and limited interruptions.
- Extremely reliable high-speed internet and cellular service (or land line).
- ~10-15% travel within the U.S. and possibly Canada.
- Must be willing to travel to India, if required.