



## Account Manager - Client Relationships & Technology

**If your first instinct with a client is to listen rather than sell, we should probably talk.**

An experienced Account Manager is needed to join a successful Australian technology services organisation that has built its reputation around long-term relationships, doing what it says it will do, and genuinely caring about the outcomes it creates for its clients.

You'll be looking after an established portfolio of clients, becoming their trusted point of contact and developing a genuine understanding of their businesses, their priorities, challenges, plans and where technology can make things easier, safer or more effective.

You don't need to be a technical expert. You'll have experienced technical specialists around you for that. But you do need to be comfortable talking about technology, curious enough to keep learning, and able to translate between a business conversation and a technical one.

### **What we're really looking for**

Someone who is naturally good with people.

You build relationships based on trust. You listen well, ask thoughtful questions and are comfortable having conversations with business owners and senior leaders. You're organised, follow through on commitments and take personal responsibility for the experience your clients have.

You'll also have good commercial instincts. There will absolutely be opportunities to grow accounts, introduce additional services and generate referrals, but we'd like those opportunities to come from **understanding the client and creating value**, rather than simply trying to sell them something.



You'll work closely with technical specialists and the broader delivery team, helping make sure clients get the right advice, the right solution and a consistently good experience. The role also includes strategic planning conversations, regular business reviews, renewals, onboarding and helping clients think ahead about their technology needs.

**You might already work in technology, but you don't have to.**

We're open to people from professional services, consulting, customer success, relationship management or other B2B environments where you've been responsible for important, ongoing client relationships.

Technology knowledge can be developed. Curiosity, empathy, judgement, integrity and the ability to earn someone's trust are much harder to teach.

So if you're commercially minded but **relationship-led**, enjoy becoming a genuine advisor to your clients, and like the idea of joining an organisation where client value matters more than the hard sell, we'd love to hear from you.

## Key Responsibilities

You will drive growth by deepening client relationships and positioning the Organisation as their trusted IT partner, providing value on every interaction with the client.

**Ask yourself the question: What value do I add with every interaction with this client?**

Key Responsibilities

- Build and maintain strong relationships with existing clients
- Identify upsell and cross-sell opportunities
- Lead strategic IT planning sessions with clients
- Manage new client onboarding and ensure smooth transitions



## Paper Kite People

- Oversee procurement of hardware, software, and services
- Monitor contract renewals and compliance
- Stay updated on industry trends and emerging technologies
- Collaborate with internal teams to deliver exceptional service
- Seek referral opportunities from existing clients
- Understand client infrastructure and service requirements
- Work alongside the Senior Engineer to provide innovative technical solutions to our clients that meet the needs of their business
- Quarterly business reviews
- 100% invested and belief in the Organisation's vision
- Be the face of the Organisation to existing clients

**Interested? Upload your CV via the “Register Interest” button to create your profile and we will be in touch with more information.**

**Note:** *Paper Kite People is not a recruitment agency. We work alongside our clients to help them create, nurture and mobilise their own talent ecosystems, building communities of capability around the skills they need today and those they know they'll need tomorrow.*