

Looking for an Information Technology Position?

Systems Maintenance Services
3 South Main Street
Pittsford, NY 14534
www.sysmaint.com

Systems Maintenance Services is looking for an

Engagement Management Associate

Job Description:

The Engagement Manager Associate serves as a key member within the Enterprise Business Segment and is responsible for the following three primary activities:

- Works with the Account Engagement Manager and team in managing the data and delivery of company products and services according to contracted business solution goals and objectives.
- Assists with contract modifications, account reviews and billing verification.
- Facilitates internal and client meetings and collaborates with the team on project deliverables.

Primary Actions:

- Collaborates with the SMS team managing the complex relationship between functional areas/departments and assists in the planning and delivering of end-to-end services.
- Collaborates with functional areas/departments to:
 - Consolidate client data into service activity reviews.
 - Work with the client and SMS team on contract modifications.
 - Collaborate with the Account EM and Account Executive on sales activity and projects.
 - Facilitate client/internal meetings and document meeting notes and actions.

Requirements:

The Associate must have proficiency in the following four core areas:

Technology - Aptitude for learning new technologies quickly, experience in project coordination, expertise with MS Office, Excel and PowerPoint.

People - Strong communication, leadership, organizational and time management skills.

Client - Experience with sales/business relationships and in collaborating with cross functional teams.

Business - Experience in developing business documents, working on multiple concurrent efforts. Willingness to travel.

Monroe Community College
Career and Transfer Center
1000 East Henrietta Rd.
Rochester, NY 14623
585-292-2248

www.monroecc.edu/go/careercenter

How to Apply

Email resume and cover letter to:

Gary Schollnick, Director of Engagement Management
GSchollnick@sysmaint.com

by December 9, 2011