

Associate Account Manager

Building our community.

We're looking for a collaborative Associate Account Manager who can effectively provide service to existing CalTech customers, oversee accounts, and assist Account Managers (AMs), Account Executives (AEs), and Senior Account Executives (SAEs). If you believe in work that puts people first and invests in your success, we think we'd be a great place for you to grow.

Unique career growth within a rapidly growing company.

It's an exciting time to join CalTech. We're scaling quickly, and as we do, our careers offer many opportunities to empower your personal and professional advancement. From taking on new responsibilities and building lasting relationships to helping make decisions that impact our entire business, the sky is the limit when it comes to what you can accomplish and what you can earn. All you need to bring is a "can do" attitude and a strong work ethic. Sound good to you? Join us.

What you'll do as an Associate Account Manager:

- You will learn to assist other AMs, AEs, and SAEs in preparing proposals for customers, setting up project plans, and other tasks necessary to service customer accounts.
- Organize and manage various types of tickets within Connectwise.
- Coordinate and execute equipment and software needed for customer proposals, AMs, AEs, and SAEs.
- Serve as a brand ambassador and build positive lasting relationships among our customers.
- You will also strive to gain an overall understanding and knowledge of technology and CalTech's service offerings.

What skills you'll need:

- You have a passion and eagerness for serving others and ensuring top tier customer service.
- Ideally, you have a bachelor's degree in a relevant field.
- You have at least 1 year of sales experience.
- You have the ability to multitask within a team-based environment.
- Experience with Connectwise is a bonus.

Working Conditions

This position involves in-office work and occasional travel for relationship development, training, and client meetings. Some after-business hours will be required, as well as the use of a personal vehicle for job-related travel with mileage reimbursement.

We're an IT solutions provider focused on putting people first.

Since our founding in 1988, we have been building lasting relationships and delivering value through exceptional technology services. Our dedication to doing so starts with only hiring teammates who also value integrity, are dynamic communicators seeking excellence, and are fully committed to their personal success as well as the success of the team.

Whether we're helping clients secure their data, strengthen their technical infrastructure, or prepare cutting-edge cyber defense systems, we're passionate about giving people peace of mind and empowering our employee's personal and professional growth in the process. In fact, we've even been named one of the Best Companies to Work for in Texas eight years in a row by the Texas Association of Business, the Society for Human Resource Management, and Texas Monthly!

We offer comprehensive benefits.

- Medical, dental, and vision insurance
- 401K retirement plan
- Employee stock purchase program
- Paid time off
- Paid volunteer time
- Paid holidays
- Short-term disability insurance
- Long-term disability insurance
- Trustmark supplemental insurance
- Gym membership reimbursement
- Corporate Care counseling services

Join our family-centered business.

CalTech's equal employment opportunity policy provides for a fair and equal employment opportunity for all job applicants and employees regardless of race, color, religious creed, national origin, gender, pregnancy, sexual orientation, gender identity, age over 40, familial status, disability, genetic information, or any other class protected by applicable federal, state and local law.

CalTech reasonably accommodates qualified individuals with disabilities to enable them to receive equal employment opportunity and/or perform the essential functions of the job. If you would like to request an accommodation during the hiring process or employment, contact the Human Resources department at recruiting@caltech.com or 877-223-6401.