



*Enabling Excellence in Communication and Technology*

**Position: Customer Success Manager – Data Center**

**Location: Remote**

EDCi provides infrastructure and call center technology services and solutions to clients throughout the United States. Through our partnership and certifications with leading technology providers including Cisco, Genesys, Microsoft, IBM and Citrix, our customers receive the highest quality of product and service the industry has to offer.

As a Customer Success Manager in our Data Center Business Unit, you will be responsible for renewal and retention of our existing customer base. Your primary focus is to work closely with Account Managers, Solution Architects and Vendors to ensure our customers achieve a maximum return on investment on the technology solutions they've invested in. In this role, you will focus on renewing maintenance/subscription contracts and collaborating with customers to maximize their value with consumption of software. The ideal candidate is a proactive communicator with a fundamental understanding of IT solutions and a passion for ensuring customer satisfaction.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do and a family dedicated to building on our strengths and improving our challenges both individually and collectively. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental & vision insurance
- 401K match

And much more!



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## **RESPONSIBILITIES:**

### **Renewal Management**

- Proactively manage and renew existing customer contracts, ensuring on-time maintenance & subscription renewals and invoicing
- Negotiate contract terms and pricing to maximize renewal rates and revenue
- Responsible for new maintenance renewal quoting

### **Customer Relationship Management**

- Help customers realize value from their technology investment
- Build and follow a communication plan with customers to increase subscription activation and utilization
- Send customers communications regarding upcoming subscription invoicing and renewals
- Serve as a customer advocate in influencing product roadmap and improvements

### **Collaboration with Sales and Vendors**

- Partner with sales to prioritize customers for overall customer success and ROI
- Prepare quotes using sales tools
- Work with Vendors and Distributors to obtain quotes for customer maintenance & subscription renewals
- Ensure customer quotes are updated with all relevant technologies at renewal and negotiate with vendors to provide the best pricing
- Collaborate with Account Managers and Solutions Architects to build a customer success plan supporting subscription adoption and addressing Vendor program requirements
- Build an understanding of EDCi's Data Center product lines
- Identify opportunities using data-driven tools from Vendors and collaborate with sales on a means to leverage

## **PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:**

- Bachelor's degree in Business or Information Technology preferred
- Minimum of 2 years of relevant work experience in a Customer Success role
- Strong organization skills with minimal customer interaction but extensive collaboration with internal cross-functional teams at various technical and non-technical levels
- Excellent communication, interpersonal skills and time management skills
- Generalist IT knowledge such as technology like Microsoft modern workplace, Cisco data and telephony, Citrix virtualization and IBM storage is a significant advantage
- Strong attention to detail and ability to manage multiple tasks simultaneously