Strategic Accounts Manager

Location: Winnipeg, MB
Number of Positions: 1
Position Types: Permanent Full-time
Salary: $82,636 - $110,182 (Salary will be determined based on the candidate education and experience.)
Close Date: March 25, 2022

POSITION OVERVIEW

Establishes thought leadership and credibility via a thorough understanding of industry needs and opportunities, establishment of key influential relationships, and successful execution of demand generation strategies. Influences and aligns to corporate strategy to ensure SaskTel is well positioned to meet customers’ ICT service needs. Collaborates with Sales Account teams and proactively engages key industry leaders/accounts to identify, propose, negotiate and contract new Managed and Emerging services. Develops customer relationships in highly competitive environments to evolve and maintain long term, stable, and profitable business relationships. Collaborate with partners on joint sales opportunities and communicate as required with channel partners for positive customer experience.

LEADERSHIP ACCOUNTABILITIES

People

1. Leads, direct and manages staff to ensure the effective use of HR resources. Maximizes performance by selecting (hire external or promote from within), developing, mentoring and sustaining a high level of expertise among staff. Organize and direct work including prioritizing assignments, establishing objectives, providing regular performance feedback, conducting year end performance appraisals and taking necessary corrective action as may be required. Assists in staff career planning, establishes development and succession plans and ensures relevant HR procedures and policies are followed (provisions of the collective agreement,
performance appraisals, discipline, grievance, etc). Accountable for provisioning and managing contracted resources as may be required.

2. Accountable for promoting a productive and positive environment for staff that encourages innovation, teamwork, initiative and models corporate values. Motivates staff by assigning challenging work, planning and managing internal communications and awareness of corporate direction, mission, plans and activities.

3. Ensures all safety, health, environmental and code of conduct policies, programs and standards are understood and complied with at all times.

4. Proactively identify and action opportunities to increase customer satisfaction (internal and external customers).

Financial

1. Ensure sound financial control within area of responsibility by developing annual operating and capital budgets, monitoring performance to budget and taking action as appropriate. Develops, negotiates and implements contracts for acquisition of goods & services related to area of responsibility.

Innovation

1. Accountable to research, develop, define and implement innovative long and short-term plans, policies and objectives. Provides expertise to senior management providing education, studies and consulting on opportunities that will impact business strategy. Ensures alignment and integration with the corporate strategic plan and develops plan and operational metrics, including approaches for demonstrating business value.

2. Accountable to proactively identify and action opportunities to improve revenue and growth initiatives, decrease costs, increase customer service levels and increase employee engagement.

3. Accountable to develop opportunities to spark innovation in technology or product service delivery or process improvements.

SPECIFIC ACCOUNTABILITIES

Industry Leadership
1. Ensures growth in revenue from IT sales by managing strategic relationships with customers and ensuring that SaskTel IT products and services meet their business needs.

2. Responsible to understand and influence client strategies through interviews, meetings, presentations and client education to develop a position for SaskTel ICT products, services, expertise and capabilities to maximize competitive advantage.

3. Establishes relationships and credibility with customer’s executive team by establishing relationships, participating in industry events/associations and through awareness, consultation and recommendations regarding SaskTel solutions that address customers’ short and long-term business requirements.

4. Ensures customer satisfaction is met or exceeded as it relates to the customers’ expectation of SaskTel.

5. Facilitates and participates in joint strategic planning with customers to share short and long-term goals and direction.

6. Responsible to be SaskTel’s in-market community representative focused on enhancing SaskTel’s IT image with business and political leaders and providing positive corporate citizenship for SaskTel.

**Revenue Generation**

1. Identify, pursue, negotiate and execute contracts that support growth in SaskTel ICT services

2. Develops and employs flexible and dynamic competitive sales strategies.

3. When appropriate, briefs and involves SaskTel Executive in the account.

4. Influences and leads cross-functional teams, including Sales Engineers and supporting teams in the successful sales of SaskTel services.

5. Remains engaged on behalf of customers throughout the delivery process ensuring that the service and Customer Delivery Model meet customer needs.

**QUALIFICATIONS**

1. Degree or certificate in Business, Engineering, Computer Science, or equivalent experience with extensive relevant sales/consulting experience in ICT services.

2. Thorough knowledge of ICT services including:
a. Networks

b. Data Centre & Managed IT Services

c. Unified Communication & Collaboration

d. End User Computing & Application Managed Services

e. Security Services

3. Demonstrated ability to interpret and effectively communicate technological concepts to customer c-suite and technical leaders and industry stakeholders.

4. Outstanding consultative selling, analytical skills and business acumen with demonstrated knowledge of business fundamentals including finance, marketing, business, planning and communication.

5. Extensive knowledge of competitive communication industry trends, ICT issues and technologies.

6. Experience leading strategic projects involving cross-functional groups (project management skills or previous experience in customer projects an asset).

7. Strong customer service orientation.

8. Excellent ability to plan and organize in a self-directed environment.

9. Excellent decision-making ability.

10. Valid driver’s license.

ABOUT SASKTEL

SaskTel is the leading Information and Communications Technology (ICT) provider in Saskatchewan, with over $1.2 billion in annual revenue and approximately 1.4 million customer connections including 617,000 wireless accesses, 374,500 wireline network accesses, 276,000 Internet accesses and 108,500 maxTV™ subscribers. SaskTel and its wholly-owned subsidiaries offer a wide range of ICT products and services including competitive voice, data and Internet services, wireless data services, maxTV services, data centre services, cloud-based services, security monitoring services, advertising services, and international software and consulting services. SaskTel and its wholly-owned subsidiaries have a workforce of approximately 4,000 full-time equivalent employees (FTEs). Visit SaskTel at www.sasktel.com.
Our focus on our people and dedication to our customers has made us one of Saskatchewan’s Top Employers for 11 consecutive years. Come join our dynamic team and accelerate your career at SaskTel!

*Thank you for your interest in SaskTel - we look forward to reviewing your applications!*