



## **Position: vCIO – Virtual Chief Information Officer**

### **Job Summary**

The vCIO role at Pinnacle is integral to the success of our work with companies to help them leverage technology for business success. Part account manager, part IT strategist, it's the vCIO who works closely with management at client companies to create and oversee implementation of an IT roadmap according to client business goals and Pinnacle's proven process. The vCIO must be knowledgeable about both business and technology and are eager to keep learning. They are good listeners and adept at making connections between business needs and technology solutions. They are master relationship builders who use verbal and written communication to collaborate internally and develop meaningful and productive rapport with clients.

### **Qualifications & Skills**

- Work with active customers to develop a deep understanding of their needs and translate those needs into product requirements that satisfy their demands
- Cross-selling and up-selling services and solutions to existing accounts
- Qualify new sales opportunities for current customers
- Perform business interviews with prospective clients
- Receive requests for service and products details from customers and provide timely responses
- Conduct onsite or online presentations that showcase the services and products of the company to active customers
- Work with management to develop proposals, quotes and respond to RFP/RFI documents
- Effectively communicate features and benefits of solutions and manage prospect expectations throughout the lifecycle of the account
- Manage the complexity of Managed IT services proposals, contracts and service level agreements
- Maintain in-depth product knowledge of the service offerings of the company
- Perform sales procedures through activities and opportunities in Pinnacle's system and remain compliant with defined policies and procedures
- Achieve and maintain a positive rapport with prospects and work to give them the best possible service
- Outside sales experience with selling any of the following: IT services and products, managed IT services, or ERP consulting
- Possess a track record of managing the customer commitment, negotiation, and closed of the sales process
- Demonstrated level of success in the development of client relationships
- Enjoy working with customers and external audiences
- High energy and drive with good negotiation skills
- Proficient with general office applications
- Strong organizational, presentation, and customer service skills
- Skill in preparing written communications and materials
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer care
- Ability to multi-task and adapt to changes quickly
- Typing skills to ensure quick and accurate data entry
- Self-motivated with the ability to work in a fast-moving environment



### **Preferred Qualifications**

- Microsoft Certifications
- Security Certifications
- Experience with management/ticketing systems (Connectwise,, Kaseya, AutoTask)
- Experience with system administration and technical support field

### **Additional Skills Required**

#### ***Strategy-Minded Focus***

- Understand how core business processes and technology can increase revenue, decrease costs, and/or increase productivity for our clients
- Identify business or workflow pain points, silos of data, and inefficiencies in operations
- Blend together available solutions that are driven by Business Intelligence, Workflow Efficiencies, and the ability to demonstrate strong ROI options

#### ***Client Advocate***

- Contribute to a positive client experience at all levels
- Provide solutions that create real value and a ROI for clients
- Committed to service, integrity, and relationships with our clients

#### ***Leader***

- Maintain loyalty to overall company vision and a team environment
- Be proactive and contribute to process improvement and change
- Model professionalism both internally and externally