

**Job Description:** Account Executive

**Job Duration:** FTE

**Job Location:** Remote

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## Position Overview

Our Account Manager will grow pipeline and sales by supporting, managing and leading the organization and by closing sales opportunities in a specific area across a range of IT Service Management offerings. This role will work with a high-energy team to grow a profitable pipeline and/or backlog of sales, through deal origination, sales negotiations, and closure. The Account Manager will also work directly with key partners as well as delivery colleagues who will provide consistent ServiceNow expertise and the technical support needed to ensure deal closures.

## What you get to do

- Meet and exceed sales quotas
- Accurately forecast and deliver on sales within a specified sales territory
- Develop strong working relationships with Partners to collaboratively serve the needs of current or potential clients
- Co-plan and execute account plans across client base
- Actively pursue and hunt for new business opportunities within identified territories or market segments
- Communicate effectively at all client levels, including CXO.
- Quickly grasp client business and technical requirements, identifying consulting solutions around those specific needs with the help of technical Solution Architect
- Manage all phases of the business development cycles to successful close (including proposal development, implementation estimating, scope construction, and client presentations)
- Proactively approach the market segment through active leadership in industry and community organizations
- Add industry specific and technology solution expertise to the sales process
- Maintain and nurture client relationships to ensure additional business
- Provides solutions to complex business problems for area(s) of responsibility where analysis of situations requires an in-depth knowledge of organizational objectives.
- Involved in setting strategic direction to establish near term goals for area of responsibility.
- Interacts with senior management levels at a client and/or within Pathways, which involves negotiating or influencing on significant matters.
- Have latitude in decision-making and determining objectives and approaches to critical assignments.

## To be successful in this role, we need someone who has:

- 5+ years quota carrying experience selling the full life cycle deal; you must demonstrate a history of quota attainment
- Strong experience in IT related services is a requirement; ideal candidates must demonstrate the ability to discover and meet client's needs through an iterative, solution-oriented approach
- Consultative sales experience a must
- Must be a quick learner who excels in a rapidly changing environment
- Ability to solve practical problems and possess strong analytical skills
- Bachelor's degree or equivalent combination of education and experience
- A minimum of eight years of customer interaction in a technical, technical sales, or technical leadership role
- Knowledge of at least two in the following technology areas; Core infrastructure, virtualization and migrating systems to cloud, Cloud Solutions, Information Management

- Exceptional communication, presentation, and interpersonal skills with an ability to extract, translate and communicate meaningful information at all levels of executives, senior managers, and associates across business and technology organizations
- Bachelor's or Master's degree in Information Technology, Business, Computer Science or a related field from an accredited college
- Experience and desire to work in a technology consulting environment; travel is required as needed.

## Preferred Experience

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- Understanding of ITILv3 foundational concepts, processes and workflows
- ServiceNow experience

## About Pathways

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Pathways Consulting Group is a leading ServiceNow Silver Services Partner with a core competency in Enterprise Service Management. We help organizations build the fundamentals to run more- efficiently and align with their overall corporate strategy. We also provide organizations with the knowledge needed to enable them to make sound business decisions around people, process, governance and technologies, and to operate as a service provider for their customers.

Utilizing the ServiceNow platform, Pathways Consulting Group provides full end-to-end services around Enterprise Service Management (ESM). A solid ESM platform is key to ensure a successful implementation. Therefore, we also help organizations build and improve their ESM workflows and processes. This includes analysis of existing processes and workflows and evaluating all possible improvements, ensuring today's changes help build toward the vision of your future ESM practice.

We believe an organization's employees are their biggest asset. Our employees' professional growth means growth for the company as a whole. This belief is reflected in our employee training initiative, focusing on knowledge transfer, team building and one-on-one mentoring.

Pathways offers full benefits for employees including, but not limited to, paid and sick time off, vacation time, medical, dental, and vision insurance, 401K plan with employer contribution, FSA, and Life Insurance.