

Job Description: Account Executive	Contact Name: Mary Manzo
Job Duration: FTE	
Job Location: Remote	Contact Email: mary@pathwayscg.com

Position Overview

Our Account Executive will grow pipeline and close sales by supporting, managing and marshalling the organizations resources to serve a number of named, Enterprise accounts. You will be developing and closing sales opportunities 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 Executive will also work directly with key partners (like ServiceNow) 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 in this role

- Meet and exceed sales quotas – Up to \$3M first year.
- Accurately forecast and deliver on sales within your named accounts identifying key milestones, required commitments, and obtaining approvals within an account to achieve a final sale. Coordinate and execute account plans across client base.
- Develop strong working relationships with Partners like ServiceNow to collaboratively serve the needs of current or potential clients (This is NOT a Channel position).
- Actively pursue, farm and hunt for new business opportunities within identified territories or market segments.
- Collaborate with Solutions Architect to manage full sales cycle from prospect through procurement including technical project requirements and customer budget acquisition. Manage all phases of the business development cycles to successful close (including proposal development, implementation estimating, scope construction, and client presentations).
- Communicate effectively at all client levels, including CXO. Develop “champions” within the client and quickly grasp client business and technical requirements, identifying consulting solutions around those specific needs with the help of technical Solution Architect.
- Proactively approach the market segment through active leadership in industry and community organizations.
- Provide solutions to complex business problems for area(s) of responsibility where analysis of situations requires an in-depth knowledge of organizational objectives.
- Interact 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.

In order to be successful in this role, we need someone who has

- 7+ years quota carrying experience selling the full life cycle deal demonstrating 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 SERVICES sales experience selling to Enterprise and Commercial customers in both IT and business units outside of IT.
- Knowledge of ITSM/ITOM concepts and their value stream for customers.
- 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/or experience

- Knowledge of at least two in the following technology areas; Core infrastructure, virtualization and migrating systems to cloud, Cloud Solutions, Information Management, IT Security Operations
- 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.
- Travel is required as needed to properly service your accounts.
- Preferred experience: ServiceNow or SaaS platform equivalent experience

About Pathways

Pathways Consulting Group is an Elite ServiceNow Partner with a core competency in Enterprise Service Management (ESM). 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 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 our clients' future ESM practice.

Our slogan: We listen. We care. We execute.

Our core values

In 2020, Pathways was named the #2 *Best Small Firm to Work For* by *Consulting Magazine*. In 2019, we ranked #14. This honor is due to the incredible culture that we have instilled across our organization. Pathways recognizes how critical it is to have a culturally solid organization to grow and scale; therefore, we have two core values: Be Collaborative and Be Exceptional.

Our entire company is held accountable to these values. Additionally, we make considerable investments in training initiatives, knowledge transfer, team building and one-on-one mentoring.

Our benefits

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