**Director of Technical Client Services with a heart of gold**

Engagency has over a decade of experience specializing in enterprise digital transformation projects. We're trusted by market leaders and underdogs in a variety of industries to help them architect and implement digital experiences that engage, convert, and create lifetime customers.

Engagency is much more than a place to work, it’s a place to learn, to lead, and to grow. We’ve created a place where you’re encouraged to explore and develop your skills and interests, both personally and professionally. While we do a lot to nurture and nourish our team, the greatest benefit of joining our team is the balance of autonomy and support that each individual receives.

**What are you looking for?**

* Do you wish you worked for a company that felt like a family, worked like a team, and treated each other like friends?
* Are you looking for an opportunity to manage a delivery team, the overall success of complex technology projects, and take complete responsibility for the satisfaction of our clients?

If this sounds like you and you meet the qualifications listed below, we can’t wait to talk to you!

**The Opportunity:**

Call us idealists, but we don’t think it’s too much to ask… We're looking for a hard working **Director of Technical Client Services with a curious mind and servant’s heart.**

The Director of Technical Client Services is responsible for the operations and continuous improvement of our client delivery team. They will direct a cross-functional team composed of project managers, developers, QA specialists, technical writers and will be responsible for the successful delivery of Enterprise Web CMS implementation services and ongoing support services. Additionally, they’ll work directly with key clients to provide strategy and leadership while helping to identify new opportunities to grow and sustain current client relationships. This role requires someone who is exceptionally bright, a fast learner, highly collaborative, an effective communicator, and a problem solver at heart.

This position is critical to the success of the company and will report directly to the Chief Delivery Officer. **We offer remote work options and are open to considering applicants outside of the Austin, TX, proximity, as long as you’re able to work during our core hours in the Central Time zone of 9am to 5pm.**

**Key Responsibilities:**

* Provide oversight on key accounts, building relationships with clients by ensuring that our team is delivering against objectives
* Manage a delivery team to include providing feedback, coaching and mentorship to team members and facilitation of knowledge sharing, in order to promote professional development and effective performance
* Build out optimal project teams and manage resources across projects keeping an eye on capacity and utilization as well as providing account support as needed
* Collaborate with Sales to ensure project scope is met and we are delivering superior services that exceeds expectations
* Provide strategic planning for key accounts based on account insight and knowledge of market and industry trends and increase account growth through strategic, value-add discussions
* Monitor, assess and mitigate risks to the company’s portfolio of projects
* Identify issues and opportunities early on and coach team managers on how to help the team mitigate
* Work directly with clients on escalated situations that require senior leader level involvement, including issue resolution, price negotiations/concessions, C level communications, etc.
* Establish and monitor qualitative and quantitative benchmarks to evaluate and continuously improve customer satisfaction and client retention with a focus on producing referenceable clients
* Implement initiatives and processes to ensure that all work is completed according to scheduled deadlines with attention to quality standards, priorities and overall goals
* Report to senior leadership on key metrics including key projects and risks and project profitability

**Requirements:**

* 7+ years related experience
* Bachelor’s Degree - Business or Technology or equivalent experience
* 3+ years of team lead or people management (a plus)
* Experience with budget management and writing proposals/SOWs
* Strong understanding of web and application development, design lifecycle, and quality assurance processes
* Proficient in the latest web technologies and working knowledge of computer programming

***You’d be a good fit if:***

* You excel in the areas of complex project management by using critical thinking, organization and outstanding communication and interpersonal skills
* You are highly analytical, have strong critical thinking skills, and are a natural problem solver.
* You’re a natural at building strong relationships and providing excellent customer service through a consultative approach
* You are results oriented and have a strong ability to develop clear action plans, drive processes and implement procedures that produce desired outcomes for clients
* You have a strong work ethic and thrive while working under pressure in a dynamic environment, with a start-up mentality and enjoy defining the rules
* We particularly encourage you to apply if you identify as a woman, are a person of color or other underrepresented minority, or are a member of the LGBTQ community.

**More about Engagency:**

Good Character = Good Culture

At Engagency, good culture is the natural result of attracting good people. We believe that creating a good company culture is more about what you give, than what you get. We’ve created a culture that is friendly, collaborative, and down to earth. We’ve created an environment where doing excellent work, intrinsic motivation, and going above and beyond is the norm– but we still don’t take ourselves too seriously.

We’ve created a culture that is dedicated to caring for each other, and always doing what’s right for our customers and putting their needs first. We like to work hard, and we like to relax and have interesting conversations over lunch together. A few times a year we like to celebrate all of our hard work and success, with some really fun and memorable team activities. We’ve created a place that we all look forward to coming to in the morning. We’re honored to have been named one of [Austin Business Journal’s 2020 Best Places to Work](https://www.bizjournals.com/austin/news/2020/06/26/austins-best-places-to-work-ranked-for-2020.html).