



Eze Castle Integration (ECI) is the leading full service IT consulting and implementation firm providing complete technology solutions to elite financial services companies, such as hedge funds, private equity firms and other specialty investment management firms. Already, more than 500 hedge fund companies - managing more than \$300 billion in assets - rely on Eze Castle Integration to be their "virtual CTO" and single source of IT and telecommunications infrastructure. To learn more about ECI, visit us at [www.eci.com](http://www.eci.com).

**Title: Client Relationship Manager**

**Responsibilities Include:**

- Be the central point of coordination for all client service related issues
- Work closely with engineers and project managers for projects and ongoing service-related activities
- Provide direction to engineers as a point of contact to the client to help resolve technical issues in a timely manner
- Work very closely with the Helpdesk, Associate Service Director, Service Director and Team Leaders to manage larger scale client related activities
- Develop and implement systems/processes to ensure/improve client satisfaction
  - \* Monitor all work that is being done as part of proactive maintenance for assigned group of clients
- Sell ECI services into existing clients and manage pipeline for existing clients
- Liaison between Client, ECI and Technology vendors
- Monitoring client contracts and contract status
- Gather business requirements from clients to be able to implement stable and robust systems. Requirements may include, but are not limited to, internet and voice circuit coordination, networking systems, voice systems, software anti-virus and back up licensing, workstation and server configurations, disaster recovery solutions, and compliance and archiving solutions.
- Draft weekly management reports
- Work very closely with the major facets of the business, including project management, engineering, voice solutions, purchasing, finance, circuits, and business development in order to deploy various ECI services effectively.

**Required Skills:**

- BS/BA in information Technology or related field
- 3-6 years experience as a project manager, account manager or business analyst in the IT services/financial services industry
- Proven track record of managing and building relationships with clients

**Desired Skills:**

- Good to strong technical knowledge of networking systems and workstation configurations; experience with financial services / trading environments a plus
- Excellent ability to diffuse tense situations
- Determination to sell services and products into existing client base
- Ability to work with all levels within the team
- Very strong ability to multi-task and prioritize
  
- Self motivated and goal oriented
- Comfortable with high volume of client interaction both in person and via phone and email
- Impeccable ethical standards and professional presence
- Excellent organizational and communication skills



We offer competitive salaries and our generous benefits package includes health and dental insurance at great employee rates (Harvard Pilgrim in alliance with United Healthcare PPO for \$1/month!), life insurance, short/long term disability, paid time off and holidays, a 401k plan and performance incentives. Come work for the leader in cutting edge technology and see for yourself how we value our clients and employees alike.

Eze Castle Integration is an Equal Opportunity Employer.