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## ICC/12/NY/536

Applications from women are particularly encouraged for this vacancy.

**Vacancy notice no.:** ICC/12/NY/536

**Date of issue:** 27/09/2012

<b>Functional title</b>	Client Account Manager – two years long-term, renewable
<b>Grade</b>	P.4
<b>Official station</b>	New York, USA
<b>Organizational Location/Unit</b>	International Computing Centre (ICC)

### Objectives of the programme:

The objectives of the Centre, as stated by its mandate, are to provide information and communication technology (ICT) services (including training) on an inter-organizational basis.

### Description of duties:

The successful candidate will:

Strengthen the partnership relation with the client organizations

- Act as the main business point of contact between ICC and the clients IT management
- Meet regularly with assigned clients
- Collect and understand the client ICT strategy and planning, identify its needs for ICT services, maintain a business plan and support the client in building its business cases
- Promote the ICC brand and unique service points

Manage the business processes for the assigned clients

- Gather client requirements, coordinate Service Proposal creation with other ICC units and present resulting Proposals to the clients
- Ensure timely delivery of Proposals, Master SDAs and other reports for the client
- Continually monitor alignment of services requested with those delivered as per the respective Service Delivery Agreement (SDA)
- Monitor financial matters for assigned clients (funding, invoicing, charging, state of accounts, etc.)
- Assist in the establishment of information systems, and update them regularly providing information on the status of SDAs and the delivery of services
- Develop and maintain Quality of Service metrics in coordination with the Operations and Technology Division (OTD)
- Monitor and track response to Service requests and resolution of incidents to ensure corrective action is taken
- Pro-actively follow the client satisfaction and collect suggestions for service improvement
- Facilitate communication from and to the clients

Develop new business opportunities

- In close collaboration with colleagues from the Operations and Technology Division (OTD), keep abreast of developments in the IT industry to identify technologies for potential new business opportunities
- Identify potential new clients
- Identify potential new services to be offered by ICC

Prepare reports for the ICC Management, the Management Committee and other bodies.

Perform other duties as required.

**Qualifications required:**

<b>Education and Skills</b>	University degree in Business Administration, Computer Information Science or related field. Master's Degree in Business Administration is desirable. Excellent communication and inter-personal skills, both written and oral. The ability to assimilate, analyse and present information in a structured and persuasive manner. Excellent presentation skills. Ability to define and follow a structured methodology towards completing work assignments. Negotiation skills are desirable.
<b>Experience</b>	Eight years' experience in the information technology or similar sector in Business Management, Product Management, Customer Relationship Management or related areas with a minimum of two years at the international level. Marketing experience is desirable. Contract and Service Level Management experience is desirable. Pre-/Post-sales customer support experience is desirable.
<b>ICC Global Competencies</b>	<ul style="list-style-type: none"> <li>• Communicating in a credible and effective way: Expresses oneself clearly in conversations and interactions with others; listens actively. Produces effective written communications. Ensures that information is shared.</li> <li>• Knowing and managing yourself: Manages ambiguity and pressure in a self-reflective way. Uses criticism as a development opportunity. Seeks opportunities for continuous learning and professional growth.</li> <li>• Producing results: Produces and delivers quality results. Is action oriented and committed to achieving outcomes.</li> <li>• Building and promoting partnerships across the organization and beyond: Develops and strengthens internal and external partnerships that can provide information, assistance and support to ICC. Identifies and uses synergies across the Organization and with external partners.</li> <li>• Promoting ICC's position: Positions ICC as a leader in ICT services. Gains support for ICC's mission. Coordinates, plans and communicates in a way that attracts support from intended audiences.</li> </ul>
<b>Languages</b>	Expert knowledge of English is required. Intermediate knowledge of French is desirable.

Technical and/or personality tests may be carried out as part of the selection process.

**Annual Salary Estimation:** USD 111,700  
(net of tax at single rate, inclusive of Post Adjustment)

**Closing date for applications:** 07/11/2012

**Only short-listed candidates will be contacted.**

The ICC retains the right not to make any appointment for this vacancy, to make an appointment at a lower grade or to make an appointment with a modified job description or for shorter duration than indicated above.

