## Sr. Business Technology Manager

Target is to manage larger accounts that require Sr. Level Expertise, mentor Account Coordinators, and other Jr. level Business Technology Managers (in particular the ones on your team).

**Key Roles & Accountabilities**

|  |  |  |  |
| --- | --- | --- | --- |
| **EXPECTATIONS**  **(Core Competencies)** | **BEHAVIORS** | **RESULTS** | **WIFM** |
| Community Engagement | Community & Networking Events (1/week)   * Organized events * One on One meetings * Vendor partner meetings   Give a referral (2x/month)   * Find an opportunity to help a client/prospect by introducing a networking partner.   Ask for referral (2x/month)   * Utilize client wins as an opportunity to follow up and ask for referral. | Build relationships in community  Identify ecosystem of local vendor partners that provide peripheral services that can be referred to account base  Drive referrals that could be pursued by Sr. Am, or handed to BTC/Team Lead | Ability to retain clients as we are providing value outside of our core competency.  Negates reliance on outside lead sources and supports team goals of revenue growth.  Leads generated through referral network start with higher credibility, higher probability of closing, and often close faster. |
| Pipeline Accuracy | Real time updating of pipeline including budgeting, sales stage, expected close date, etc. result in the following:  No opportunities without any next action.  No opportuniteis with past due activities.  No opportunities without budget assigned.  Sales stage assigned is appropriate for target completion date.  Sales board tickets metrics (ticket count and ticket age).  Client business justification for close date / number of moved close dates.  Accurate core use of CRM tool with regards to opportunities, activities and tickets. | Trusted visibility of pipeline for net new MRR and projects. | Will help to identify skill gaps and coaching needs specific to sales rep.  Better pipeline management will drive more results = more $  Accurate pipeline and project forecasting helps internal team to plan project capacity; allows sales person to set proper client expectations. (Increased credibility)  Provides the ability to reverse engineer the sales process to know how much you need at the top of the funnel to produce your target.  Rep will spend less time doing data entry during the sales process.  Improved overall time management and fewer client contacts and timelines missed. |
| QBR Execution | QBR executed by every client every quarter.  Annual plan for every client with associated opportunities/activities.  Business Goal and Overview Profile completed annually for each client.  QBR ticket completion – A recurring QBR ticket will be used for each client and will contain critical client documents – Business Goal & Overview Profile, QBR Follow-up Email, Documentation of QBR action items, Copy of QBR and .pdf of all shared documents.  QBR CSAT Results (A CSAT-type survey will be send from the QBR ticket upon completion.) | Consistent level of project services sold as a result of the QBR discipline. (Minimum of 20% project pull-through from MRR.)  Tracking of CSAT/NetPromoter results from QBR survey.  Project pipeline populated for 12-18 months. | Valuable personal feedback from QBR CSAT/NetPromoter survey.  Reminders sent for scheduling QBR’s.  Excellent visibility to past QBR meetings. Reference actions and historical information in ticket notes and documents.  Allows continuity in the event of a change in rep.  The ticket may be a token for the team for handoff to service, etc. for action items. |
| Continued Learning | Demonstrated basic understanding of network and systems. (Mytech Training completion.)  Demonstrated knowledge of vertical-specific regulatory requirements. (HIPAA, Security, SOC, FINRA, etc.) | 1 vendor cert test per quarter (SonicWALL, Dell, APC, VMWare, Microsoft, APC, Meraki, etc.)  Completion of annual Mytech training. | Allows the Sr. BTM to continue to master Mytech tools and processes to improve their ability to be a Business Consultant. (X-Factor) |

|  |  |  |  |
| --- | --- | --- | --- |
| **Compensation Structure** | **Key Variables** | **Revenue Metrics** | **Team Function** |
| Sr. Business Technology Manager | Base Salary  Bonus on the following:   * Project Revenue * Product Gross Margin * Hosted Services Gross Margin * Annual Goal Attainment * Team Goal Attainment | 20% of Project Pull Through of MRR  Retention of MRR Revenue  Gross Margin on Product 20%+ | Collaborates on Large accounts with Team, and smaller accounts with BTM and AC roles on team.  IF desired to move toward BTC Team Lead, New Client Acquisition will be intentional focus for advancing skillset  Supported by Team Account Coordinator  Goals of role & team are 100% aligned to goals of Mytech – annualized, incremental revenue growth |