



Strategic Account Manager

Full-Time Employment

Seniority Level: Mid/Senior

Location: Remote/Western US

Industry: Software, Public Safety

Intterra started as a company on a mission to arm the fire service with big-data solutions so they can be better informed, more flexible, safer, and ultimately more valuable to their communities. In Intterra's 10 year journey, the core applications have grown to provide Operations, Incident Management, Preplanning and Reporting functions in a SaaS environment to various Public Safety clients from the national/federal level to local government & the private sector. Intterra's ecosystem has grown in such a way that we recognize the value of being engaged with and partnering with clients across all levels to interact and bridge the various ideas that are in play. The expansion of our team to include this role will facilitate growth, interoperability and shared value for our clients.

The primary responsibility of Intterra's Strategic Account Manager is to establish and maintain program-level relationships with large Public Safety clients, both new and old. Managing Intterra's large-scale clients requires the involvement of many other personnel - this individual will work closely with the existing Account Management team and Intterra's leadership team to help guide and support highly visible clientele.

What You'll Do:

- Be a catalyst for the vision & mission of our strategic endeavors
- Evaluate the business and operations analysis (SWOT Analysis etc) for our program & key/large account delivery
- Guide the day to day leadership, change management partnerships/programs
- Connect key partners and ideas across the individual groups/clients
- Lead conversations among clients and championing for the growth of ideas, data sharing
- Establish Resource Allocation needs and assignments; evaluate each partnership/key endeavor and propose the supporting team/roles/responsibilities
- Review Programmatic Success; engage in continuous improvement activities
- Shape the growth of the SaaS product; building upon the use cases presented by key clientele

- Research and analysis related to new Intterra products; utilizing the information gathered via front-seat interaction with leaders in Public Safety

Minimum Qualifications:

- 10+ years holding a role in Public Safety, Community/Local Government
- Proven technical experience to lead and inspire innovative technical teams as demonstrated by direct experience with one or more of the following: GIS data generation/analysis, remote sensing sensor and data analytics, asset tracking systems and GPS, machine learning/data analysis, relational database management, or mobile applications user experience.
- Great collaborative attitude with the ability to communicate well with management, team members, and customers
- Positive team player attitude - managing resources and working alongside team members to promote their professional development and successfully support the needs of our client systems
- Strong leadership skills to lead internal and external endeavors successfully. This resource should have the business acumen to understand financial information as well as their key client's operations and strategy.
- Strong communication, interpersonal, influencing and planning skills

Nice to Haves:

- Experience with ArcGIS services; geospatial data
- Experience working in the public safety or government sector
- Exposure to Highcharts (Javascript API) and/or analyzing and visualizing data using data visualization tools such as Tableau, PowerBI
- Agile Product Owner or Scrum Master certification

Responsibilities:

- Owning targeted client relationships and driving the success of program-level efforts
- Overseeing project/individual client tasks and bridging communications between impacted stakeholders



- Learning Intterra configuration practices and rules; over time, capable of doing small configuration changes and/or designing complex configurations to be delivered by the Solutions and Support team
- Defining and managing program risks; work with Account Team to identify risks and a management strategy across all clients
- Optimize and manage the issue detection and resolution procedures; managing issues to close - (for Change Management and Process; not system/application-related issues)
- Being the Voice of the Customer for key/strategic accounts

What's In It For You?

- This is an opportunity to join a growing company, with great clients that are saving lives and property each and every day. In this role, you will be supporting thousands of end users that are in the front-lines, protecting their communities and you will quickly contribute to client satisfaction
- Having the opportunity to develop & shape the SaaS tools; using a process improvement mindset and listening to our clients provides a front-row seat in product development and enhancements
- Working in the town of Castle Rock - lots of local hiking, cycling and mountain biking opportunities. Mountain Views!
- Flexible work schedule in a supportive, team oriented environment

Seniority Level

Mid-Senior level

Industry

- Software, Public Safety

Employment Type

Full-Time

Job Functions

- Information Technology