

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Account Consultant

Definition

This job classification is intended for use only by the Iowa Communications Network.

Manages strategic relationships with assigned customers to ensure the effective delivery of telecommunications and technology services; coordinates account activities to address customer needs and support agency and enterprise objectives; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Manages a portfolio of customer accounts, developing strategies to retain and grow revenue.

Oversees customer-related projects utilizing team members, including planning, resource coordination, and risk mitigation.

Leads the end-to-end customer RFP process, from requirements analysis to final proposal submission.

Designs and presents tailored technology solutions to meet enterprise communication needs, coordinating with internal teams to ensure delivery.

Collaborates with internal stakeholders to inform new product development aligned with customer needs.

Partners with leadership to set revenue and margin goals; develops accurate pricing and proposals for high-tech solutions to meet customer expectations and financial targets.

Maintains a robust pipeline of qualified opportunities and manages the sales process to maximize close rates.

Coordinates with internal teams to ensure timely and accurate service delivery.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Sales and Marketing – Principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Six years of full-time work experience as an account manager, account executive, or in a comparable sales or technical role within telecommunications or technology.
- 2) A total of six years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.

- 3) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to two years of full-time work as an account manager, account executive, or in a comparable sales or technical role within telecommunications or technology.

Effective date: 12/25 KC