



Job Description/Posting

Job Title:	Account Manager	Department/Group:	Sales
Reports To:	Director of Sales	Position Type:	Salary/Full Time
Headquarters Location:	Lebanon, NH	Fair Labor Standards Act (FLSA):	Exempt
Level/Salary Range:	\$50,000 - \$500,000	Travel Required:	Yes
HR Contact:	VP of HR, Operations and Compliance	Date posted:	
Will Train Applicant(s):		Posting Expires:	
External posting URL:			
Internal posting URL:			
Applications Accepted By:			
E-mail: cindi.mcbain@lyme.com		Mail: Cindi McBain / CONFIDENTIAL Lyme Technology Solutions 240 Mechanic Street, Suite 301 Lebanon, NH 03766	
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<p><u>JOB SUMMARY:</u></p> <p>The Account Manager is responsible for ensuring the successful management, maintenance, and growth of a targeted client base, including penetrating accounts in the federal, state, and municipal governments, as well as educational institutions and government prime contractors. Through consultative sales and individual needs assessment, the Account Manager will focus on increasing profit, while maintaining strong customer relationships through professional, prompt, and courteous customer service. Account Managers become a dedicated consultant, negotiator, and partner to their current and prospective customer base.</p> <p>Account Manager duties, responsibilities, and goals are dependent upon the level earned (Levels I and II). Account Managers will be responsible for supervising, managing, and developing one or more Inside Sales Representatives (ISRs) assigned to them.</p> <p>Major Functions/Accountabilities:</p> <p>With the assistance of an ISR, the successful Account Manager will:</p> <ul style="list-style-type: none"> • Drive Profitable IT Solution Sales <ul style="list-style-type: none"> ○ Ensure successful and profitable selling of IT solutions to meet revenue and margin goals. • Generate Business Opportunities <ul style="list-style-type: none"> ○ Proactively identify and create new business opportunities with existing customers and prospects. • Understand Customer IT Needs <ul style="list-style-type: none"> ○ Anticipate and assess current and future IT requirements of customers and prospects to deliver relevant solutions. 			



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- **Manage End-to-End Sales Process**
 - Oversee sourcing, quoting, purchasing, invoicing, and follow-up for products and services to ensure customer satisfaction.
- **Execute Assigned Duties Effectively**
 - Manage all responsibilities and tasks assigned to the role, ensuring high-quality and timely performance.
 - Effectively supervise an Inside Sales Representative (ISR)
- Uphold the LYME Standard
- Establish strong, professional relationships with customers, prospects, coworkers, and vendors, based on solid rapport and trust
- Adhere to Lyme policies, code of ethics and conduct, and standard of doing business
- Demonstrate a commitment to continuing professional and personal development through:
 - Active participation in and support of Lyme’s ongoing development and training efforts
 - Obtaining appropriate service and/or sales certifications
 - Remaining current in industry trends through relevant training, trade show attendance, reading of trade journals, etc.
- Projects as assigned by the CRO

Skills/Qualifications:

- Minimum of a high school diploma, college degree preferred
- Strong sales drive with previous sales or IT industry experience preferred
- High level of commitment to exceptional customer service and relationship building
- Strong written and verbal communications skills
- Strong problem solving, organizational, and interpersonal skills
- Ability to work both individually and in a team environment, remotely and/or in an office environment
- Self-motivated with the ability to work in a fast paced and constantly changing industry
- Proficiency in relevant software and platforms such as: MS Office/Teams/Outlook, Contraqer, NetSuite

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Disclaimer: *The above statements are intended to describe the general nature and level of work being performed in this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skill required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

Lyme is an Equal Opportunity Employer. [Mandatory Postings](#)

Reviewed By:	Andrew Sullivan	Date:	02/01/2026
Approved By:	Andrew Sullivan	Date:	02/01/2026