

Account Manager - Dental Technology & Client Success

DMA Tech Solutions | Northeast Ohio | Full-Time | Reports to Leadership

About DMA Tech Solutions

DMA Tech Solutions is a family-owned, dental-focused managed IT services provider serving dental practices since 1987. We help offices operate efficiently and securely through IT support, cybersecurity, lifecycle management, and strategic dental technology guidance.

Position Overview

We are seeking a proactive, relationship-oriented Account Manager to serve as a trusted technology advisor to our existing dental practice clients. This person will own the client review process, maintain strong relationships, coordinate long-term plans and issue follow-through, assist with proposals, and identify relevant solutions across DMA's services and vendor partnerships.

Candidates at all experience levels are welcome; dental and IT industry experience is not required, and training will be provided.

Key Responsibilities

Client Relationships & Reviews

- Manage a portfolio of approximately 80-100 dental offices once fully trained, with a gradual onboarding ramp.
- Own scheduling and rescheduling, preparation, conducting, documentation, and follow-up for client technology business reviews; conduct twice-yearly reviews for standard managed accounts and quarterly reviews for selected larger accounts.
- Build relationships with practice owners and managers; monitor satisfaction, document recurring or long-term concerns, and coordinate timely escalation and follow-through with internal technical teams.
- Conduct meetings primarily virtually, with in-person visits when appropriate; travel locally or regionally and occasionally out of state, including overnight travel.

Technology Planning & Advisory

- Maintain hardware lifecycle roadmaps for workstations, servers, networks, backups, and related systems; review TechFresh agreements and upcoming replacement needs.
- Advise practices on dental technology, infrastructure, cybersecurity, and HIPAA-related safeguards while coordinating specialized technical or compliance questions with qualified team members.
- Help clients plan technology needs associated with growth, new providers, renovations, and new locations.

Dental Technology Research & Vendor Partnerships

- Regularly research dental software, imaging, practice management, patient engagement, emerging tools, and relevant technology vendors; evaluate capabilities, compatibility, pricing, reliability, and support.
- Participate in demos, webinars, training, and vendor conversations; keep accessible internal product comparisons, recommended solutions, and partner-program notes.
- Identify and track reseller, referral, and partner opportunities; share findings with leadership and technical teams and ensure eligible referral revenue is tracked.

Account Growth, Quoting & Coordination

- Identify practical opportunities for additional managed IT, cybersecurity, TechFresh, dental websites, cellular backup, internet solutions, HIPAA services, dental software, and partner solutions.
- Assist with quotes, customer presentations, and proposal follow-up; collaborate with technical staff who own complex engineering specifications and project scopes.
- Coordinate approved work with delivery teams, keep account records up to date, and help clients make informed technology investment decisions.

This is not a day-to-day technical support or independent engineering role.

Qualifications

- Excellent communication, customer service, relationship-building, organization, research, and follow-through skills.

- Comfortable leading meetings, prioritizing multiple accounts, learning new technology, and explaining recommendations to nontechnical decision-makers.
- Experience in account management, sales, customer service, dental practices, or IT is helpful but **not required**; curiosity, initiative, and willingness to learn are essential.
- Valid driver's license, reliable transportation, and willingness to travel as needed.

Measures of Success

Strong client satisfaction and retention; timely and thorough reviews; documented lifecycle plans; prompt tracking and escalation of open client issues; appropriate service adoption and recurring revenue growth; effective vendor research and referral capture. Initial operating goals include **90-95% review completion**, **95% documented lifecycle planning** for managed accounts, and **4.5/5 client satisfaction**, with targets refined by portfolio and experience.

Who Will Thrive Here

Someone who enjoys helping people, takes ownership, follows through consistently, and is enthusiastic about becoming knowledgeable in dental technology. Success means clients feel valued, technology planning is proactive rather than reactive, and DMA is their first call for technology guidance.