WORK ROLE: 04AD

WORKROLE TITLE: Enterprise Account Manager

WORKROLE DESCRIPTION:
 Enterprise Account Managers track customer issues and collaborate with customers to identify and define needs. They
 research alternatives and develop and recommend strategies to satisfy customer requirements, and then shepherd
 requirements through the relevant process. They maintain situational awareness, anticipate potential impacts, and notify
 relevant parties of possible impacts.

COMPETENCIES/KNOWLEDGES:
 Skills

Adaptability	Advising/Consulting	Courage
Creative Thinking	Customer Service	Engaging and Collaborating
Ethics	Exploring Alternatives	Influencing
Initiative	Interpersonal Skills	Learning
Mediation	Multi-media Communication	Negotiation
Oral Communication	Organizational Representation	Process Analysis & Improvement
Quality Assurance	Research/Information Gathering	Resource Management
Risk Management	Situational Awareness	Synthesis
Written Communication		

 Knowledges

Customer requirements	General computer HW principles	General software principles
IC technology strategy	ISO standards & processes	Info organization principles
Info sys design prins & practs	NGA mission, vision, etc.	NGA netwrk site configuration
NGA organizational structure	NGA policies & procedures	NGA security plcy & prcds
Network architecture principle	Networking techniques	Requirements processes
Sec class/contrl plcy & prcdrs	Troubleshooting & fault isolat	

EDUCATION/LICENSES/CERTIFICATIONS:

ENVIRONMENTAL/PHYSICAL REQUIREMENTS: