



Join Our Team!

About Us

BlueBird iT Solutions Inc. is a dynamic and rapidly growing IT support company specializing in healthcare IT. Recognized by Canadian Business and Maclean's as one of Canada's Fastest-Growing IT Companies, we serve a diverse range of clients from single physician offices to major institutions like Sunnybrook Hospital. Our commitment to excellence and innovation makes us a trusted partner in the healthcare industry across Canada.

Working With Us

At BlueBird IT Solutions Inc., our team members are family. We believe in you! We recognize that our team's success is driven by your dedication and talent. We are committed to creating an environment where you feel valued and supported, fostering a strong sense of belonging within our family. BlueBird is not just a workplace; it's a community where we nurture your career and personal growth. As a growing company, we offer numerous opportunities for you to learn, grow, and carve out new career paths.

Perks & Benefits

We understand the importance of your well-being. At BlueBird, we ensure that your physical, financial, and emotional needs are well taken care of. We know that the better we equip you to succeed in your career and life, the more energy and intensity you can bring to your day-to-day work. Our comprehensive benefits package includes:

- Competitive salary
- Comprehensive health, dental, and vision insurance
- Professional development opportunities and continuous learning
- A supportive and collaborative work environment
- Team building activities
- Gym membership

Position: IT Client Services Account Manager

Location . . .

BlueBird iT Head Quarters, North York, ON

About the Position . . .

We are looking for a personable and detail-oriented professional to join our team as an IT Client Services Account Manager. At BlueBird IT Solutions, this role focuses on nurturing strong relationships with our existing clients, consulting with them regularly to understand their business goals, anticipate their IT needs, and ensure services are delivered with care and consistency. Acting as a trusted advisor, the Account Manager does not provide technical support directly but stays closely connected to each client's experience, coordinating with internal teams to deliver thoughtful and responsive service.

There is also a sales component to this role. The Account Manager is expected to identify opportunities that align with the client's needs and growth plans, offering solutions that add value and build trust. Recommendations are always made with the client's best interests in mind, reinforcing BlueBird IT's commitment to long-term partnerships built on service, integrity, and results.

Key Responsibilities

Client Relationship Ownership

- Serve as the primary point of contact for assigned clients once onboarding or installation has been completed.
- Establish strong, ongoing relationships through regular check-ins and clear communication.
- Ensure clients know how to access support, who to contact for specific requests, and what services are available to them.
- Act as a trusted advisor by understanding the client's business goals and aligning IT services to support those goals.

Service Experience & Value Communication

- Monitor service delivery to ensure all client needs are met consistently and exceed expectations.
- Follow up after onsite visits to confirm satisfaction and identify any remaining needs or concerns.
- Proactively provide clients with regular summaries of services rendered, helping them understand the value and purpose behind each engagement.
- Educate clients on BlueBird IT Solutions' offerings and guide them to adopt services or products that align with best practices and standards.

Request Management & Solution Coordination

- Manage new requests for services or hardware, ensuring timely and accurate responses.
- Collaborate with internal teams including Project Managers and the Deployment Services Manager to coordinate installations, onsite visits, and repairs.

- Review existing services and product usage regularly and advise clients when updates or changes are recommended to maintain optimal performance and compliance.

Client Advocacy & Issue Resolution

- Respond to client concerns with urgency, ensuring proper action is taken to resolve issues to their satisfaction.
- Document all interactions and outcomes to ensure transparency and accountability.
- Continuously seek feedback and adjust engagement strategies to enhance the client experience.

Required Qualifications

- Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field
- Minimum of 3 years of experience in client-facing roles within IT services, including help desk, customer service, or account management
- Strong understanding of IT infrastructure, managed services, and cloud-based solutions
- Familiarity with PSA platforms, ticketing systems, or CRM tools (such as ConnectWise, Halo PSA, or similar)
- Excellent verbal and written communication skills, with the ability to explain technical concepts clearly to non-technical audiences
- Strong organizational and time management skills with attention to detail
- Professional, outgoing, and service-oriented personality with a collaborative mindset
- Ability to build and maintain trust with clients while managing multiple priorities in a fast-paced environment
- A proactive approach to problem-solving and a strong sense of accountability

Desirable Qualifications

- Bilingual or multilingual skills (e.g., English and French).
- Ability to commute or relocate to the required location (e.g., North York, ON)

Note: *This list is not exhaustive, and additional duties may be required to fulfill the purpose of the job*

How to Apply . . .

If you are interested in this opportunity and believe you meet the qualifications to join our team, we invite you to apply through:

- our website at www.bluebirdinc.com or
- by sending your resume via email to jobs@bluebirdinc.com

Please indicate the position you are applying for in the subject line. We look forward to reviewing your application and potentially welcoming you to the BlueBird IT Solutions Inc. team!