

Job Description – Client Partner

iSteer is a global technology services and consulting organization helping enterprises accelerate digital transformation through Enterprise Integration, Automation, Data & AI, Cloud, Product Engineering, and Managed Services. With a presence across North America, APAC, the Middle East, and India, iSteer partners with leading enterprises to solve complex business challenges through innovative technology solutions.

Role Overview

The Client Partner acts as the strategic business owner for assigned client accounts. They build trusted relationships with client leadership, drive revenue growth, ensure delivery excellence, and identify new business opportunities through technology solutions, products and services.

Key Responsibilities

- **Client Relationship Management :**
 - ❖ Build long-term, trusted advisor relationships with client decision-makers.
 - ❖ Conduct regular governance meetings (status reviews, strategic roadmaps).
 - ❖ Serve as the primary escalation point for client concerns & ensure resolution delivery.
- **Business Growth & Revenue Management :**
 - ❖ Identify cross-sell/up-sell opportunities in services.
 - ❖ Create account growth plans aligned with the client's business goals and business strategy.
- **Strategic Account Planning:**
 - ❖ Develop multi-year strategic account roadmaps including technology adoption & business outcomes.
 - ❖ Understand and track client industry trends, competitors, and priorities.
 - ❖ Translate client business needs into innovative tech solutions working closely with COE heads.
- **Delivery Governance & Quality Assurance:**
 - ❖ Work closely with Delivery Managers/Project Managers(For smaller accounts, Client Partner would need to play this additional role) to ensure:
 - ✓ SLA adherence
 - ✓ Scope & contract compliance
 - ✓ Cost and resource optimization
 - ❖ Participate in project reviews, risk management, and client satisfaction metrics (NPS – Net Promoter Score, CSAT – Customer Satisfaction).
 - ❖ Ensure knowledge continuity and staffing alignment.
- **Financial Ownership :**
 - ❖ Collections, pricing changes.
 - ❖ Change orders, and non-standard pricing requests.
 - ❖ Ensure timely invoicing and payment realization.
- **Stakeholder & Communication Management :**
 - ❖ Communicate account performance internally to leadership.
 - ❖ Facilitate internal collaboration across technology, delivery, HR, finance, and operations.
 - ❖ Present quarterly business reviews to client and internal Leadership teams.
- **Risk & Compliance Management :**
 - ❖ Identify risks in delivery, technology, and contractual obligations.
 - ❖ Ensure compliance with data privacy, IP protection, cybersecurity, and regulatory policies.
 - ❖ Drive corrective and preventive action plans (CAPA) for audits and escalations.

Key Performance Indicators (KPIs)

KPI Area	Metrics
Client Satisfaction	NPS, CSAT, Client Retention Rate
Financial Health	Collection Cycle, Cost Optimization

Delivery	SLA Compliance, Escalation Count/Resolution Time
Strategy	Execution of Account Growth Plan, New Opportunity Pipeline

Client Partner – Goal Sheet (Annual)

A. Business Growth & (40%)

Goals / KRAs	KPIs / Measures	Target
Grow portfolio revenue	YoY Account Growth	15–30% growth (based on portfolio)
Increase opportunity pipeline	Qualified pipeline value & conversion %	Pipeline $\geq$ 3x annual target
Drive cross-sell/upsell	Value from new projects/services	10–25% of account revenue
Strengthen client footprint	No. of business units/regions expanded	Expansion in 1–3 new areas
Ownership of renewals & contracts	Renewal success rate	100% renewal for active contracts

B. Client Satisfaction & Relationship (25%)

Goals / KRAs	KPIs / Measures	Target
Improve client experience	NPS, CSAT Score	$\geq$ 8/10 average
Build strategic relationships	No. of strategic CXO/VP connects established	Min. 3–5 new strategic connects
Reduce escalations	Escalation count & turnaround time	< 3 major escalations/year
Governance cadence	QBRs & strategic reviews conducted	Quarterly with documented action plans

Leadership Responsibilities

- Own strategic customer relationships across assigned enterprise accounts.
- Drive executive engagement and business growth initiatives.
- Lead governance meetings with customer leadership and internal executives.
- Mentor delivery managers and account teams on client engagement strategies.
- Support strategic planning and organizational growth initiatives.
- Collaborate with sales, marketing, and delivery organizations to expand market presence.
- Represent iSteer at customer meetings, industry events, and executive forums.

Required Experience

- 12+ years of experience in IT Services, Consulting, or Digital Transformation.
- Proven experience managing strategic enterprise customer relationships.
- Experience leading large-scale technology consulting and delivery engagements.
- Strong background in account management, customer success, and business development.
- Experience working with Fortune 500 customers across multiple industries.
- Demonstrated success in growing enterprise accounts and driving customer satisfaction.

- Experience managing global delivery teams and cross-functional stakeholders.

Good to Have Skills

- Experience in Integration platforms such as MuleSoft, Boomi, or Azure Integration Services.
- Understanding of Data & AI solutions.
- Experience with Salesforce, SAP, Oracle, or Microsoft ecosystems.
- Knowledge of Cloud Migration and Modernization programs.
- Familiarity with Automation and RPA platforms.
- Exposure to Product Engineering and Managed Services engagements.
- PMP, ITIL, SAFe, or Agile certifications.
- MBA or equivalent business management qualification.

Required Behavioral Skills

- Exceptional client relationship and stakeholder management skills.
- Strong business acumen and strategic thinking.
- Excellent communication and executive presentation skills.
- Proven negotiation and influencing capabilities.
- Strong leadership and decision-making abilities.
- Customer-first mindset with a focus on long-term partnerships.
- Excellent problem-solving and conflict resolution skills.
- Ability to manage multiple strategic accounts simultaneously.
- Results-oriented with strong commercial awareness.
- Collaborative leadership style with the ability to inspire cross-functional teams.

Education

Bachelor's or Master's degree in Computer Science, Information Technology, Software Engineering, or a related field (B.E./B.Tech, M.Tech, MCA, or M.Sc. in Computer Science/Information Technology).

Role Impact

The **Client Partner** plays a strategic role in driving customer success, expanding long-term business relationships, and enabling enterprise digital transformation. By aligning customer objectives with iSteer's technology capabilities, the Client Partner ensures successful delivery, sustainable business growth, and exceptional customer experiences.

This role serves as the bridge between customers and iSteer's consulting, delivery, and leadership teams, helping organizations maximize business value through innovative technology solutions while contributing significantly to iSteer's growth and market expansion.

Why Join iSteer

- Opportunity to work with a globally growing technology services and consulting organization.
- Engage with Fortune 500 customers across diverse industries and geographies.
- Lead strategic digital transformation initiatives for enterprise clients.
- Collaborate with highly experienced consultants, architects, and technology leaders.
- Exposure to cutting-edge technologies across Integration, Automation, Data & AI, Cloud, Product Engineering, and Managed Services.
- Strong opportunities for career growth, leadership development, and global exposure.
- Inclusive, collaborative, and innovation-driven work culture focused on delivering customer success.