Job title: Technical Account Manager

Based from: Gloucester

Region covered: Sites in the UK

Reports to: Technology Operations Manager

The Role

To provide senior account management to Converge Technology clients, to build relationships in order to maximise customer satisfaction and profitability of accounts. To identify, develop and close sales opportunities with existing and potential customers, using a consultative selling approach and support the Technology division in growing the revenue and profitability.

Duties and Responsibilities

- Building and developing strong relationships and trust with customers
- Manage customer accounts to ensure sales opportunities are maximized, contracts are profitable and customer service issues are dealt with promptly
- Responsible for generating new business opportunities via prospecting, qualifying, selling and closing hardware and software solutions and services
- Use technical experience and knowledge to work with customers at a consultative level to develop and discuss high level infrastructure solutions. Work with Technical Architects to develop solutions in more detail
- Confidently create proposal, tender responses and bid responses
- Ensure all sales projects are handed over to the technology support/projects team in line with company procedures
- Ensure all orders are logged and processed in line with the company's procedures
- Ensure the companies CRM is kept up to date with sales opportunities and secured orders
- Carry out presentations and demonstrations to customers
- Attend business and networking events to build contacts and opportunities
- Assist GBE Converge with any sales activities including conferences and events where presentations and talks may be required
- Provide excellent and effective customer service at all times
- Ensure all paper work and systems relating to sales and accounts are up to date
- Any other duties set out by your line manager

Person Specification

Essential

- Excellent knowledge of MS products, O365, SharePoint, firewall technologies, networking concepts
- Excellent working knowledge of IT hardware – Servers, Firewalls, switches, routers, PCs, mobile devices
- Excellent attention to detail, sound problem-solving skills and analytical thinking
- Over 1 years' experience working in an IT support, preferably an MSP environment covering several different technical areas
- English Language (written and verbal) to a GCSE level or equivalent

- Able to demonstrate excellent communication skills, written, over the phone and face to face
- Excellent customer service skills and experience in providing customer service
- At least 1 formal IT qualification at entry level or above. For example, GCSE ICT, CompTIA, Microsoft certification, BTech or similar
- Full driving licence

Desirable

- A willingness to learn new skills and technologies in a face paced environment
- Comfortable working within a team or on own initiative
- Able to complete detailed and accurate documentation with attention to detail at the forefront
- Enhanced DBS clearance or ability to gain enhanced DBS clearance
- Knowledge of Health and Safety compliance and working practices

We are an equal opportunity employer and value diversity. All employment is decided on the basis of qualifications, merit and business need.

Working Conditions

The typical working environment will be an office location at our offices in Gloucester. The job requires that the employee can lift and move typical IT equipment (PC's and Laptops) from floor to desk regularly. Long periods of working in front of a VDU with regular breaks is common. Occasionally you may be required to travel long journeys to complete team support or training and may at times be required to stay overnight.

Group Compliance

As part of the companies compliance to The Health & Safety at Work Etc Act 1974, ISO9001 for Quality, ISO14001 for Environmental and ISO27001 for Information Technology, there are several key objectives that are issued each year upon management review that we expect all staff to work towards in order for the company to meet these objectives and include but are not limited to:

- Compliance to all legislative and British Standard requirements
- Compliance to associated accreditation bodies schemes from NSI, BAFE, LPCB, FIA and others as required
- Maximise customer satisfaction with the services provided by GBE Converge
- Working to reduce, renew and recycle any wate on and off our sites including our offices
- Protect the environment and ensure use of toxic materials is avoided where possible
- Work to best safe practice and ensure actions do not cause harm unto themselves or others
- Employees will not tamper with any issued PPE or plant machinery that it may cause harm unto themselves or others
- Ensure all minimum training requirement are met in compliance with the relevant ISO standards
- Ensure that any Information Technology 'incidents' are effectively reported and resolved in a timely fashion (internally or externally)

- Maintain clear desk and screen at all times
- Compliance to ensure no deliberate breaches in security information and/ or systems