

<b>Job Title</b>	Account Manager
<b>Position Banding</b>	Sales
<b>Start Date</b>	ASAP
<b>Salary Banding</b>	Negotiable
<b>Benefits</b>	Healthcare, Life Assurance, Critical Illness, Contrib. Pension 5%, 22 Days Hols (+1 each year to 25), Over time.

<b>Direct Reports</b>	Nigel Brooks – Sales Director
<b>Location</b>	Docklands

The Account Management team are responsible for finding, building and retaining key accounts for the business - a fast-paced, hardworking IT solutions servicing team.

### KEY TASKS AND RESPONSIBILITIES:

As IT Account Manager your role will include the following responsibilities:

- Account managing company clients to ensure service required are delivered & met.
- Co-ordination of sales & general administration/database/quoting.
- Preparing client proposals and report documents.
- Integration into client teams – being a strong point of contact for queries, new business, ongoing contracts etc.
- Achieving your client and team goals – achieving targets.
- Corporate Entertainment, arranging meetings with clients, presentation and proposals as required for continuance of existing and winning new business.
- Negotiation of corporate Terms and Conditions & Support Contracts, using your sales and marketing skills to influence decisions, in an ethical and professional manner.
- Controlling, as part of the team, the complete life-cycle of each project. Providing a professional service in line with client requirements.
- Utilising your commercial acumen, with the ability to exploit commercial advantage wherever possible to increase sales.
- Providing value added service, ensuring the absolute highest of standards at all times.
- Maintaining data integrity on corporate databases in line with the Data Protection Act.
- Keeping abreast of technical and industry information - analysis of your market area, keeping up with and reporting on industry fluctuations, market conditions and competitor activity.
- Ensuring integration into the ‘team’ environment.



## JOB DESCRIPTION

### PERSON SPECIFICATION

- Professional approach to business
- Ability to self manage and 'get on with the job'
- Hard working ethic, ability to multitask
- Proactive, enthusiastic approach
- Loyal/committed team player
- Driven, with a determination to succeed within this role
- Confidence when dealing with people over the phone/ face to face
- Exceptional service delivery and customer service skills
- Ability to learn new skills quickly and efficiently
- Professional and reliable individual with a smart and presentable appearance
- Excellent Co-ordination, Organisational Skills and able to work to tight deadlines
- Very good written and spoken English (second language advantageous)

### TECHNICAL EXPERIENCE

Essential	Demonstrate a working knowledge or understanding of the following: Good overall general PC skills (Word, Excel) Internet/Outlook Skills Web research skills
Desirable	IT or Telecoms infrastructure/hardware/software knowledge IT or Telecoms Industry knowledge Banking (Specifically Hedge Fund) Knowledge