

Job Description

Job title:	Business Development Account Manager
Department	David Allen IT Solutions (DAIT)
Line Manager	DAIT Director (David Arnold)
Line management responsibilities:	None

Aims and purpose of the job

- To develop IT business sales to new and existing DAIT clients and provide IT management level support to clients and ensure their business IT systems empower their staff.
- Develop IT strategies for clients with the support of the team required to drive the business forward.
- To build relationships with new businesses in our target areas and bring them into our service offerings to grow our business.
- To deliver a customer service excellence and ensure all work delivered is accurate and efficient at all times.

Role specific duties to include:

1.	To take ownership of assigned clients and ensure their IT Strategy, Infrastructure, Service, Faults and Opportunities are regularly reviewed using our reporting tools, regular contact and Quarterly Business Reviews.
2.	To ensure the ongoing profitability of your assigned clients using our reporting tools and take actions to address clients which are not meeting our profitability SLOs.
3.	To scope out and deliver day to day quotes and comprehensive proposals for client requirements with accurate purchasing information, procurement, delivery and handover to the Project or Service team.
4.	To take ownership of client acquisition by developing and engaging with marketing campaigns, networking opportunities, social media and target client lists with a view to bringing new clients into the business.
5.	To take ownership of cross selling to your assigned clients which would directly benefit the client including technology addons and other services delivered by David Allen Group.

Generic role duties to include:

6.	To accurately record your work in the company PSA system in real time, with appropriate working notes and full accounting of your day, each day, using service tickets, activities and charge codes. Time is to be submitted weekly.
7.	To accurately record technical and process documentation in our documentation platform internally and for our clients.
8.	To take full ownership, manage, progress, update and prioritise all work assigned to you in the company PSA system across activities, tickets and projects including scheduling your work internally and with clients as required.
9.	To deal with all internal and external communications in a timely manner and ensure they are of a high professional standard.

David Allen

IT Solutions

10.	To accurately follow the standard operating procedures of the business.
11.	To identify and recommend process and procedure improvements within your team.
12.	To engage in continual learning and development to enhance your professional technical knowledge and relevant skills.
13.	To undertake any other duties commensurate with the grade as appropriate.

Central duties

14.	To represent the business when required to ensure positive links, relations and networks.
15.	To show a commitment to diversity, equal opportunities and anti-discriminatory practices.
16.	To undertake personal development necessary to ensure effective performance in the role.
17.	To participate in relevant and appropriate training and development as required.
18.	To demonstrate the David Allen values of ambition, professionalism, knowledge, integrity, and respect in the work you do and during your appointment.

Method of working

The David Allen Group expects all staff to work effectively, both as individuals and as part of a team, delivering high quality services and support to clients and staff. In doing so, the company expects all staff to display all of the core competencies as defined in the performance and development appraisal arrangements and to conduct themselves in a manner which befits their professional status and responsibilities.

Public relations

Considerable importance is attached to the role the business plays in its various communities. It therefore follows that all staff are expected to work to maintain and develop these relationships at every opportunity by positively promoting the work of the business and the role it can play in supporting the aims of its stakeholders.

This job description is a guide to the work the post holder will be required to undertake. In consultation with the post holder, it may be amended from time to time by the line manager to meet changing circumstances or business needs. Specific targets and objectives will be agreed with the post holder and will be reviewed regularly as part of the performance management arrangements.