

Person Specification – Business Development Account Manager

Below are some of the skills, knowledge and experience which are required for this post.

	Essential	Desirable
Education / Qualifications		
GCSE Maths Grade A-C (9-4).		*
Microsoft Certified professional qualifications		*
Skills/ Knowledge/ Experience		
3 + years of experience in IT sales, business account management and the Managed Service Provider space.	*	
Knowledge of businesses in the local area	*	
Sales Technical knowledge of the Microsoft 365 environment	*	
Sales Technical knowledge of on-premise and cloud based server environments.	*	
Sales Technical knowledge of Routers, switching and firewalls	*	
Sales Technical knowledge of Business Phone systems		*
Sales Technical knowledge of Cyber Security solutions		*
Excellent telephone manner and communication skills with the ability to explain issues and solutions to a broad customer base.	*	
Excellent time management, organisational and prioritisation skills to allow you to accurately deliver and document your work for our clients.	*	
Ability to work accurately and in line with established processes, with consistent care and attention to detail.	*	
Excellent analytical and logical troubleshooting skills with the ability to understand the root cause of issues and implement permanent solutions.	*	
Motivated to improve knowledge and understanding of new technologies.	*	
Confidence to work under own initiative with integrity to seek instruction or guidance when appropriate.	*	
Personal Behaviours & Qualities		
Ability to operate effectively, both individually and as a team member.	*	
Flexible approach to working hours.		*
Professional and confident with the ability to respond to challenges in a calm and professional manner.	*	
Ability to demonstrate behaviours and expectations consistent with the David Allen values of ambition, professionalism, knowledge, integrity, and respect.	*	
General		
Clean full driving license with the ability to travel between offices and to undertake client home visits if required.	*	