
TRUSTED DIGITAL ADVISOR

IT/Digital

Full Time

Market Harborough

SUMMARY

As an individual with a significant interest in IT, you will work within our Digital department and become an integral part of the sales department. You will offer digital product knowledge concentrating on products provided by O2 such as, McAfee, Box, Office 365, Intune, Just Call Me and growing our portfolio. You will be offering advice to internal members of staff, will provide 1st and 2nd line support for our customers, identifying digital opportunities within Welcomm's customer base and enhancing the ability and confidence in the digital products set across the business. You will build strong client relationships and work well individually or as part as a team. The position requires a quick learner who is keen to adapt to new technologies alongside their day to day role.

KEY RESPONSIBILITIES

- Being an expert in, and driving Digital product sets throughout the business
- Training and development internally and externally
- Providing high quality customer service
- Undertaking site surveys and visits
- Support sales team in their understanding of products and reaching targets.
- Troubleshoot 1st Line IT issues and requests by telephone, email, remote access and on-site visits.
- Creating & understanding reports in excel will be a huge benefit with a basic Knowledge of financial data & analysis

JOB REQUIREMENTS

- Must have experience in and a high level of IT knowledge in Office 365 (Knowledge of Windows Server Operating Systems and Active Directory)
- Good literacy skills
- Extensive skills and experience in Microsoft Word and Excel.
- Must have a full, clean UK driving licence.
- Demonstrating products to senior business representatives
- Succinct analytical skills to identify customer needs and be able to propose a solution to benefit the customer.
- Research and keep up to date with current technologies
- Basic understanding of old Exchange Servers (2003).

PERSONAL ATTRIBUTES

- IT Knowledge and experience
- Confident, results driven
- Time management skills
- Basic project management skills
- Ability to explain complex concepts in a simple/basic manner
- Ability to work under pressure
- Excellent phone manner
- Excellent customer service skills
- Driven to 'go the extra mile' to deliver the best possible customer service
- Flexible and adaptable
- Trustworthy
- The ability to work well individually or as part of a team

DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.