
TRUSTED DIGITAL ADVISOR – TEAM LEADER

IT/Digital

Full Time

Market Harborough

SUMMARY

As an individual with a significant interest in IT, you will manage 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

- To lead and motivate the Digital team in order to achieve the targets set by Welcomm.
- 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
- To play a lead role in developing the Digital team to increase sales and performance by offering advice and arranging product and leadership training where necessary, continuously driving the need to exceed expectations.
- 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
- Ensure the team consistently excel in delivering customer satisfaction.

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
- To develop coaching and training skills to improve performance in the team.
- Confident, results driven and able to function independently or as part of a team.
- 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
- Driven to 'go the extra mile' to deliver the best possible customer service
- Flexible and adaptable
- Trustworthy
- Demonstrate knowledge, skills, good judgement and integrity in doing your job
- Listen and provide solutions diligently and promptly
- Be answerable and responsible for decisions and actions
- Serve with motivation and dedication
- Work together to achieve a common goal with all teams and colleagues
- Be creative and go the extra mile to deliver results
- Be humble and polite
- Provide a quality and efficient service to our customers

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.