



IT Product Specialist

IT

Full Time

Market Harborough

Summary

This is a real team supporting role, so don't apply for this role if you are not prepared to roll your sleeves up and help out wherever you can. This role sits within our Sales team where we also have Unified Communications Product specialists and Sales people, some with an IT background. You need to know O365 inside out, and to have experience in running migrations.

You will know BOX and Sharepoint to a similar level. You will be able to talk about these systems and services with our customers and our Sales teams and be able to look at a Sales opportunity presented to you and be able to talk about how it migrates, understanding the size of it and to be able to scope it out in a day or two.

You will be the expert support to the Unified Communications Sales team (and Account Managers). The Sales target will sit with the Sales team and you will help them to achieve this.

We expect that you will keep your knowledge up to date and will have the ability and willingness to share your knowledge and skills with the Sales teams. You will check over quotes but will equally understand the implementation process as well as an onsite engineer would.

Key Responsibilities

- Strong technical understanding of IT products and services with the ability to grasp the integration of these into client portfolios and advise clients in a non-technical manner in order to assist our sales teams to win new business.
- Technical understanding of IT products to a support level, you will need to be able to speak to a customer and explain how new products and services will work with current systems.
- Take hold of an IT opportunity, understand it and provide a solution and quote within a day or two.





Microsoft Partner



- Train the Unified Communications Sales team in IT products and services to allow them to work with our Account Managers to enable the provision of these products and services to our current customer base
- Produce and deliver relevant IT related webinars
- Produce relevant news items and industry updates to allow our Sales teams to promote our IT products and services
- Use and keep up to date the Layer (CRM) system for all work and opportunities

Personal Attributes

- Exceptional IT understanding, capability, problem resolution and objection handling
- Understanding of quotes and the Sales process that you will feed in to
- Good literacy skills and skills in Microsoft Word and Excel
- Must have a full, clean UK driving licence
- Confident, results driven and able to function independently or as part of a team
- Strong communication, time management and organisational competencies
- Training, feedback and coaching skills
- 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.

