

WE ARE HIRING

Key Account Manager

Tek-nology Solutions

Since 1999

Your Goals. Our Solutions.

Established in 1999, today we are a leading Managed Service Provider based in the Midlands with a UK wide client base. Using our 'Your Goals, Our Solutions' approach, we develop and deliver a strategic IT plan aligned to our clients' goals and objectives. Our solutions include:

- ♦ Strategic IT and technology roadmap planning
- ♦ IT Support—fully outsourced IT department or 3rd line provision only
- ♦ Business Continuity and Disaster Recovery
- ♦ Server and Cloud Migrations
- ♦ Cloud Backup and Cyber Security
- ♦ Internet and Wi-Fi Connectivity
- ♦ Cloud Telephony
- ♦ Office 365 and Azure
- ♦ Preventative and Proactive Maintenance

Our diverse client base includes organisations with 50 to 500+ employees, turnovers from £5m to £100m+, and industries including: arts, automotive, banking, brewing, charity, construction, defence, education, engineering, financial services, food processing, software development, legal, leisure, local government, manufacturing and tourism.





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Job purpose + objectives

You will play a vital role in helping our company build and maintain long-lasting relationships with our existing client base at Board and senior management level. You will:

- ◆ Develop and maintain our clients' trust and approval.
- ◆ Establish our clients' business needs, objectives, decision makers, budget, and desired timescales for implementing solutions.
- ◆ Identify technology based solutions consisting of products and services that address these needs and objectives.
- ◆ Prepare and present solutions to clients in the form of proposals and or quotations that are written in plain business language appropriate for the intended audience.
- ◆ Identify and resolve objections.
- ◆ Close proposals and quotations.

- ◆ Ensure order paperwork is completed and signed correctly.
- ◆ Liaise with the technical director as appropriate throughout the sales cycle, including writing and providing a clear project brief as part of handing a project over to the technical department for fulfilment.
- ◆ You will of course follow up delivered projects with clients, seeking feedback, and ensuring agreed project objectives have been met.

Job summary + responsibilities

You will show clients the **value** they can benefit from through investing in solutions that typically comprise of products and services in our core portfolio. Where a solution or part of a solution comprises of products and or services that do not form part of our core portfolio, you will present these additional products and or services to management, so that the business can assess their merits and suitability.

“
Extremely good on-going experience with a personal relationship with all members of the team, service has been consistently tailored to our changing business needs, with a proactive approach to keeping our business safe and secure; while support is above and beyond when things don't go to plan.
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As Key Account Manager, your day-to-day job involves managing each of our clients' account with our business. Through **regular contact** via telephone, email, Teams based meetings, and on-site meetings, you will help our clients feel our company can meet and exceed their needs, **identifying opportunities, proposing solutions,** and **closing new business** from these existing clients. You will need to meet agreed sales targets.

Many of our clients have partnered with us for many years; we have extremely low client churn. As well as the technical team who provide IT support, systems management, and project delivery to our clients, as Account Manager, you will play a key part in maintaining this position. You'll serve as the **overall point of contact** in all matters between our business and our clients' businesses. You will have to oversee and take part in all **negotiations** and **support contract**

discussions including their **renewal**.

You will ensure the CRM system is up to date. You will **track, analyse and forecast account metrics** in terms of monthly sales results and annual ROI. You will **maintain a sales pipeline** within our CRM system tracking potential revenue and gross margin opportunities by client and forecast month. You will **stay updated with the latest trends and technologies** that can help our clients' businesses, to help you make excellent recommendations to our clients. You should **have a goal-orientated mindset**, able to divide your goals and tasks into smaller targets and individual goals that you can easily achieve. You will also work with our company chairman and technical director as a team to strategise and develop a plan to help you achieve your objectives and targets.

In your role, you are likely to learn about and have shared with you, sensitive and or confidential information relating to our business and that of our clients. You are required to keep this information from our competitors and other third-parties, and establish trust between you, our business and our clients.

This is a full-time role where you will work remotely from home. You will need to attend meetings with management, the technical director, and of course our clients. These may be in-person or via Teams for example. You may occasionally need to meet clients or attend meetings outside of normal working hours.

Other requirements

Full UK driving license.



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Person Specification

The ideal Key Account Manager should have the following qualities:

Communication: this role demands excellent verbal and written communication skills - and building and maintaining long-term relationships based on trust and transparency.

Active listener: where you pay full attention when people are speaking to you, so that you can thoroughly understand the message before responding appropriately. You should be able to effectively interpret both verbal and nonverbal signs, including tone of voice, body language and eye movements to better understand the intent of the speaker before replying.

Understands clients' needs: having gained our clients' trust, you will have an in-depth understanding of their businesses. You should know aspects that make our clients' businesses unique, including their history, and customers; their current IT infrastructure and systems; their business challenges, objectives and goals; and be able to find and present solutions aligned to their business needs.

Commercial awareness: you will need to have a good knowledge of business and commerce generally, so that you can relate to our clients at Board level, and align solutions to their business needs.

Knowledge of our products and services: You will possess and maintain a comprehensive knowledge of our products and services that form the solutions presented to clients. You will need to be able to express this knowledge confidently when presenting solutions to clients - both verbally and in writing - aligning business benefits to clients' businesses.

Decisive: able to quickly make educated and high-quality decisions, even under pressure - for example, in the event of handling a client complaint that has been escalated to you, requiring a quick but appropriate fix and or response.

Organisation skills: this is a busy role servicing the needs of multiple clients - you will need to be able to organise yourself well.

Time management: since time is a valuable asset when it comes to making sales, it is

important to know how to manage time well. You will be an effective planner, prioritise tasks, be able to say no, able to delegate less critical tasks, and be self-disciplined.

Take ownership: you will have overall responsibility for all matters between our business and our clients' businesses.

Negotiation: you should be able to negotiate with clients and suppliers to understand if you can get a good deal. To succeed in negotiations, you need to think creatively, understand the needs of others and prioritise the goals of the potential contract.

Public speaking: it is important that you know how to create and deliver an impactful sales pitch during client meetings.

Build and maintain customer loyalty: ensuring clients have positive experiences, through ensuring solutions are aligned to addressing clients' business needs, delivered on time, within budget, and 'deliver what it says on the tin'.

Persistence: able to pursue a sale to a conclusion, and able to mentally overcome the difficulties of failing to close a sale.



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Employee Value Proposition

We're dedicated to building a people-orientated culture where our team can learn, develop, and grow - to be the best version of themselves. We are looking for A-Players with drive and integrity, that treat every day as a school day, and strive for customer service excellence in an environment where the Client is King.

Your Professional Experience

Ideally, you are currently employed as a Key Account Manager or similar role at a Managed Service Provider or IT reseller, having worked there for at least two years. Your combined current and past employment in similar roles totals 5+ years.

You are likely to possess product knowledge of Office 365, Windows Server, Exchange, SharePoint, OneDrive and Teams - and your security product knowledge is likely to include firewalls, data security, web security, email security, cyber essentials, and corporate anti-virus.

You will possess excellent verbal and written communication skills - and be experienced in building and maintaining long-term relationships based on trust and transparency. You will be an active listener, seek an in-depth understanding of

a client's business, have a good knowledge of business and commerce, possess and maintain a comprehensive knowledge of products and services, express this knowledge confidently when presenting solutions, quickly make educated and high-quality decisions even under pressure, organise yourself well, manage your time, have a take ownership mentality, negotiate with clients and suppliers, create and deliver an impactful sales pitch during client meetings, build and maintain customer loyalty, pursue a sale to a conclusion, and able to mentally overcome the difficulties of failing to close a sale.

Your Personal Preferences

You will appreciate being able to work from your home. Being self-motivated, driven and focused, and able to meet and exceed your targets, you prefer to function without constant supervision.



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You are committed to on-going training and your personal development.

Your values are likely to include: integrity, honesty, accountability, self-improvement, high quality work, and customer service excellence.

You will want to work in an environment where 'The client is king', where the team strives to deliver customer service excellence; and has a people-oriented culture, where everyone in the business can relate to each other and feel they are treated fairly; where leaders listen and active conversations take place - where everyone feels they are valued and see that they are a vital 'cog' in the wheel that drives the business forward.

Motivation

Combined with being able to work from home, you will value our flexible attitude to your working hours - you may need to pick up your children

from school, attend your children's sports day, or just simply need to walk your dog. We are focused on results, not the hours you work.

We have quarterly social events enabling you to meet the full team, and we will provide you the equipment and training to enable you to maximise your productivity in your home office.

Outside of work, perhaps you play or watch sport, are looking for that next adrenaline based adventure, or like travelling to new places and exploring new cultures.

Mentoring and training

Learning, developing, growing – there's a reason these three words go together. You can't have one without the other, they depend on each other.

You will relish the opportunity being mentored and held accountable by your manager, who

wants to help you to become the best version of yourself, and help you achieve your own personal goals.

Our chairman places a high value on coaching. Your growth capacity is directly linked to your openness to learning. Every day is a school day. The chairman will be coaching and mentoring those that report into him, including this role.

Your IT skills

It is essential that you have good knowledge of using productivity software including Word, Excel and Outlook. It is desirable that you have good knowledge of using SharePoint, OneDrive and Teams.



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Our culture and ethos

Our growth strategy is based on the mantra 'Making our Client King' - that delivering better customer service than our competitors makes us successful.

Communication makes all the difference: regular communication keeps stress levels down - people need to know what is happening and their expectations need to be managed.

We celebrate individual and team successes.

We are developing a team of 'A Players', ensuring we attract the very best talent.

It is better to make a wrong decision and learn from it, than make no decision at all.

We strive to work smarter, not harder. This requires continuous learning and development.

We are results driven, not focused on hours worked.

We are building a culture of flexibility, learning, and belonging.

Our purpose

Our purpose is to align technology to our clients' business needs, helping and supporting our clients achieve their own purpose.

We do this using our 'Your Goals, Our Solutions' approach, and delivering first-class client-focused technical support and project delivery.

Progression and stability

We are a successful business with over 23 years history.

Our relationships with clients are built at the highest levels. We have extremely low client churn. We have clients that have been with us since the beginning.

As a small company looking to continue our growth, there are promotion opportunities, all the way to the top.



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We will try and make it easy for you to apply for this role

During your application, we treat all conversations as confidential.

We offer interviews at a time to suit you - day, evening, or weekend - you do not to take time out of your current work to attend an interview.

We will try and answer your questions about the job before you undertake an interview, giving you the chance to make sure this is the job and company for you - before you spend time attending an interview.

Interviews can be done over Teams or Zoom if you prefer. We would want to eventually meet you in person - as we are sure you would want to meet us - before any offer of employment is made, and you accept our offer.

Some of the feedback we continually receive from our clients

The team have always been very friendly and supportive of my needs.

Always answer the phone in good time.

Always good service - polite and prompt.

Efficient and follow up was great.

Every time I ring nothing is too much trouble.

Each member of the team is always very courteous and takes the time to understand the problem.

...not only were they able to offer knowledge and experience that is second to none, they actually cared.

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About our business

Established in 1999, Tek-nology Solutions has been designing, building, securing and supporting dynamic IT systems to facilitate the business operations for a number of leading organisations across the UK and worldwide. We have built a reputation for quality, service and excellence in problem solving for business. Learn more about 'why we are different'.



Our approach:

“Your Goals, Our Solutions.”

A key part of our ethos is the approach we take in understanding our clients' needs. We believe that any IT decision or investment should be driven by business needs. A high level of technical expertise and customer service should be a 'given' for any established IT business. Our clients choose to partner with us year after year due to our 'Your Goals, Our Solutions' approach and first-class customer service.

We use a two-pronged approach. Our business consultants seek a detailed understanding of our client's business, the journey they are on, the challenges and problems they are facing, and the goals they are striving to achieve. Meanwhile our technical analysts assess their current IT infrastructure and systems. We then review both the business and technical reports, and establish

the root causes of why they are facing these challenges and problems, with regards to their current IT infrastructure and systems. We explain in plain English what technology is required to address these issues, and also, what is needed to support their future growth and achievement of their business goals. We help them define their IT Strategy to bridge any gaps between where they are today and where they want to be tomorrow. Information Technology should be used as a business enabler, not a business dictator.

In 2016, Dave handed the day-to-day running of the business over to his senior management team. This allowed him to take a 6-year sabbatical from the business. Now it is 2022, and Dave has returned to take an active role in the business once again. Dave has a vision for the business - and is looking to grow and develop a team of A-Players to help him realise that vision.



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Dave's Vision

Given that Dave as founder of Tek-nology Solutions came from a technical background, it will be no surprise to you that our business has a first class reputation for technical ability and that we have an excellent reputation with regards to our customer service. Dave now wants to take the business to the next level, and is driving a new growth programme throughout the business.

At the heart of Dave's vision is the mantra 'The Client is King'. While we have an excellent customer service reputation, we know we can do better. We are using tools such as the Net Promoter Score to help us achieve this vision - we are continuously seeking constructive feedback to help us identify where we can do better - helping us direct our efforts to the right areas. We are creating additional roles and undertaking a recruitment programme throughout 2022.

We have a loyal team including some staff that have been with us for over a decade. Again, while we get a lot right, we know we can do better. We are building a people-orientated culture, one of flexibility, learning, and belonging. We are results driven, not focused on hours worked. We celebrate individual and team successes.

Our purpose

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