

## JOB DESCRIPTION

Date Prepared:	July 2020
Role:	Account Manager
Time Fraction:	Full Time
Location:	Kyabram/Shepparton/Remote
Reporting to:	Head of Client Services

### 1. ABOUT ADVANCE COMPUTING

Founded in 1999, Advance Computing redefines technology for regional Australia through software and services. With an innovative and customer centric approach, Advance delivers real outcomes focusing on integrated software, systems and support and a belief that there is more to IT than just keeping the lights on.

With a passion for regional Australia, yet a national reach, Advance empowers businesses, organisations and users to achieve more.

### 2. POSITION OVERVIEW

An exciting opportunity exists to join an industry recognised and multi-award-winning IT Services Company with a focus on innovation, staff development and training in Regional Victoria. As part of the Client Services team, you will bring an innovative and value driven approach to client acquisition and retention activities, together with a can-do attitude and willingness to learn.

### 3. PRIMARY PURPOSE AND OBJECTIVES OF THE POSITION

- 3.1 Engage with clients to determine how we can help them improve their business/organisation through the adoption of leading technologies;
- 3.2 Identify and leverage sales opportunities and drive new growth;
- 3.3 Maintain up to date knowledge of the industry and new innovations which support business growth; and
- 3.4 Manage client activities and sales pipeline through the use of Microsoft Dynamics CRM software.

## 4. KEY DUTIES

Working as part of the Client Services Team you will contribute through:

- 4.1 Client acquisition and engagement activities together across a variety of industries;
- 4.2 Manage existing and new client relationships;
- 4.3 Bring an innovative and value driven approach to business solutions;
- 4.4 Proactively work closely with services, software and project teams to deliver desired client outcomes;
- 4.5 Review client billing and work approval(s);
- 4.6 Scope, specify, propose and quote customised and value-added IT solutions;
- 4.7 Follow and maintain system documentation;
- 4.8 Conduct all activities in accordance with the Quality Management System;
- 4.9 Contribute to regular team meetings; and
- 4.10 Other tasks as required by management.

## 5. EDUCATION, TRAINING AND EXPERIENCE

Candidates need to be able to demonstrate the following skills:

### **Mandatory**

- 5.1 Previous experience in an Account Management or Business Development Role;
- 5.2 Excellent interpersonal and communication skills – both written and verbal;
- 5.3 Understanding of IT Services, project delivery and scoping;
- 5.4 Self-motivated with the ability to multitask;
- 5.5 Ability to work well in a team environment; and
- 5.6 Problem solving and persistence.

### **Desirable**

- 5.7 Familiarity with MS Dynamics 365 CRM software;
- 5.8 Experience in IT support, sales, software development, project or management role;
- 5.9 IT industry experience and/or knowledge.

## 6. KEY SELECTION CRITERIA

Applicants must be able to demonstrate:

- 6.1 Successful track record in a previous account management role (or similar);
- 6.2 A willingness to learn and proactive attitude;
- 6.3 Highly developed computer literacy, time management and organisational skills;
- 6.4 Strong written and verbal communication and interpersonal skills;
- 6.5 A strong eye for detail and presentation;
- 6.6 Ability to work as part of a team as well as autonomously as required; and
- 6.7 Alignment to the organisation's values of: Commitment & Excellence, Innovation & Creativity, Respect & Integrity, Community.