TECHNICAL ACCOUNT MANAGER

Location:	Ipswich
Salary:	£on request
Hours:	Full time
Contact:	floortje.huijbers@qdos.co.uk Tel: 0203 3010 007
	www.qdos.co.uk

QDOS Communications is a multiple award winning specialist with unrivalled experience in the design, implementation and support of Telecoms & IT Technology solutions to the UK and International Hospitality industry and local business market. We work with long-established clients and new owner operators for the provision of total technology solutions, to include Telephone System, IT Systems, Hospitality Software, Off Premises Hosting, Structured Data Cabling, In Room Entertainment - Guestroom TV solutions & Tiered HSIA Internet services.

Due to our recent successes, we are now expanding our team, consequently we are looking for individuals with a high degree of motivation, technical capabilities and/or commercial understanding combined with a genuine desire to progress within our fast-moving industry.

Based in our Ipswich Head Office, the Technical Account Manager will work with our Commercial Team to manage our hospitality accounts. You should be a tech-savvy professional, able to explain technical details and requirements to a non-technical audience. You should also be results-driven and aspire to achieve specific goals. Ultimately, you should be able to provide technical, product and business knowledge to support our sales process and strengthen customer relationships.

Main tasks and responsibilities will include:

- Working with the Commercial Team to win targeted net new business and increasing sales across the existing customer base
- Attending and participating in customer account review meetings across the UK
- Providing technical advice to customers to support pre and post sales activities
- Analysing customers' needs and suggest upgrades or products to meet their specific requirements
- Actioning all technical tasks resulting from customer account review meetings

We are looking for an organised, self-motivated and confident individual who is able to balance a busy workload whilst ensuring all tasks are completed to the highest standard.

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The successful applicant will have proven work experience as a Technical Account Manager in addition to:

- A solid technical background with hands on experience of Microsoft Windows desktop technologies and servers, Virtualization (ideally Hyper-V), Networking and Office 365.

- An ability to grasp customers' needs and suggest reliable solutions

- Excellent verbal and written communication skills

- The ability to multi-task

- The ability to work under pressure and meet deadlines

- The ability to work well individually and as part of a team

- Good organisation and planning skills

- Strong analytical and problem-solving skills

- Accuracy and an eye for detail

In addition, experience within Hospitality ICT would be beneficial