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|-----------------------|----------------------------------|
| <b>JOB TITLE:</b>     | <b>Technical Account Manager</b> |
| <b>HOURS OF WORK:</b> | <b>40 hours per week</b>         |

### About us

At S2 Computers we believe that great technology makes the world a better place. We also believe that human relationships are at the heart of all great businesses. It's our mission to improve our customers' working lives so dramatically with technology and service that they couldn't ever imagine going to anyone else for their IT needs.

Our work environment includes:

- Work from home or the office
- On-the-job training
- Relaxed atmosphere
- Casual work attire

### What We Are Looking For

A Technical Account Manager to join our existing sales department in the fast-growing field of Account Management. We're looking for conscientious and enthusiastic people, with a proactive attitude and flexible approach, ideally with sales experience but most of all a desire to learn through personal development.

### What You Should Bring:

- Excellent drive and tenacity, with a desire to exceed targets
- A confident telephone manner and excellent written skills
- Confident at building relationships
- Proven customer service experience
- Personable and well organised
- Hard-working and able to perform to consistently high levels with minimal supervision
- The skills to use IT to record notes and progress and complete tasks
- An appreciation of the importance of meeting KPIs and targets
- Listening skills and appropriate use of humour
- Enthusiasm and interest in technology and how it can help optimise and modernise businesses

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[www.s2-computers.co.uk](http://www.s2-computers.co.uk)

S2 Computers Ltd, 15b Ramirez Road, Rackheath Ind Est, Norwich, Norfolk, NR13 6GD



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**Extra Skills That Would Be Great:**

- Experience in account management for another MSP is desirable - but not essential

**Some Specifics of the Role:**

- The company office is open Monday-Friday 8:30am-5:30pm, with an 8-hour shift to be worked in these times. This includes a 30-minute paid lunch break
- Ability to learn and understand then care for multiple clients, reporting and managing profitability for these
- Helping plan and roadmap our clients' adoption of technology, being mindful of the clients risk and budgets along the way
- Working as a key part of our sales team you will help onboard new clients working alongside our technical and business development teams
- All communication is made on a business-to-business basis, this will involve phone calls, video calls, emails and face to face meetings. The enquiries will be both incoming and outgoing
- We have ambitious growth targets, and this post holder will be an important contributor to these
- The role will also involve helping offboard any clients that leave
- All applicants must have a Right to Work in the UK

**Perks**

- Get your birthday off
- Generous incentives for reaching training and company goals
- An easy-going environment and culture (we all enjoy what we do)
- The flexibility to work from home up to one day a week (we run a hybrid office)
- High-powered laptop
- A proactive approach to ongoing training to help you develop life-long skills

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