Managed Services Sales Manager

Department: Sales
Location: San Clemente, CA
Supervised by: Director, IT Services
Supervises: None

GENERAL PURPOSE:

Initiate customer contacts for the purpose of pursuing sales opportunities as well as responding to customer inquiries. Tracking, following up and closing sales opportunities. Satisfy customer inquiries by responding to technical and non-technical questions.

SUPERVISION RECEIVED

Works under the general supervision of the Director of IT Services

SUPERVISION EXERCISED

Currently no supervision required

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Establish and maintain effective communication channels with customers, suppliers, and partner companies.
- Pursue new sales leads and maximize company opportunities in a professional and ethical manor.
- Work closely with customers to establish hardware, software, firmware, and accessories needed to successfully complete desired program fulfillment.
- Coordinate internally with Engineering, Program Management, Finance/Purchasing, and Management in order to effectively communicate product offerings, timelines, and product capability to the customer/end user.
- Research and relay information and data in relation to proper certification, registration, and licensing of products as appropriate.
- Establish connections and network with industry stakeholders and customers.
- Act as Point of Contact (POC) between OC-IT and its customers and affiliates.

PERIPHERAL DUTIES

- Assists in developing sales related policies and procedures
- Represents the company at various conferences, tradeshows and meetings
- May serve on various company committees

- Some travel required

MINIMUM QUALIFICATIONS

Education and Experience:

Ten years of experience in IT/Managed Services sales, or a closely related field; or a combination of experience and education

- Associate Degree Business Administration, Communication, Management, Computer Science, Engineering, or a closely related field, or equivalent experience
- Bachelors Degree in Business Administration, Communication, Management, Computer Science, Engineering, or a closely related field, or equivalent experience

Necessary Knowledge, Skills, and Abilities:

Thorough knowledge of:

- Managed Services (Level Platforms or Equivalent)
- Network Operations Center (NOC)
- Microsoft Server Platforms
- General Networking and Systems Security Practices
- Windows Operating Systems
- Research techniques, internet and print media
- Multi-tasking

Working knowledge of:

- Preparing reports and proposals
- Customer Relationship Management (CRM)
- Business Automation Tools
- Business Assessment Tools
- Business Opportunity Tracking Tools
- Access, Project, OneNote and Visio (not required)

Skill in:

- Operating the listed tools and equipment.

Ability to:

- Meet reporting deadlines
- Maintain efficient and effective project tracking
- Communicate clearly, both orally and in writing.
- Establish and maintain effective working relationships with supervisor, company employees, and clients.
- Present a professional image

SPECIAL REQUIREMENTS

- Must be able to read, write, and speak the English language.

PHYSICAL DEMANDS

Employees must be able to meet the physical demands as represented by those described here. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing essential job duties, the employee is required to sit and talk or hear. The employee is occasionally required to walk; use hands to feel or handle objects or controls; reach with hands and arms; stoop, crouch, and kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities include close, color, and peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT

The following work environment description is representative of that which an employee can expect to encounter while performing the essential functions of this position. Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions. The noise level in the work environment is quiet to moderate.

CONTACT

E-Mail Résumé
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