

Technical Account Manager, Manchester - Top 3 Managed Cloud Computing Company

Salary

£35,000 - £45,000 DOE

iomart

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 380 talented staff in offices and datacentres across the UK. Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.

iomart's employees help enable any size of business and organisations to operate their online data and IT environments safely and securely. Our technical staff are experts in public, private and hybrid cloud solutions - including AWS and Microsoft Azure – as well as data centre and network engineering. iomart owns and operates a network of UK data centres connected by a high capacity private fibre network and backed by 24/7 technical support.

iomart Group plc is delighted to offer this opportunity to join one of the UK's leading managed hosting companies.

Role Description

The successful candidate will work within the Technical Account Management Team to provide technical support and solutions to help maximise sales opportunities. You will be responsible for managing a portfolio of selective clients alongside the Account Managers and ensuring team revenue targets are achieved. You will be engaging at a technical level internally and externally, with differing levels of technical understanding, so your excellent communication skills will be put to good use on a daily basis.

Key Responsibilities

- Working as a technical resource within the Account Management Team for existing iomart group account base & New Business Teams with new opportunities
- Acting as the spokesperson, representative and coordinator to the client for all elements of iomart's services at a technical level
- Updating clients on all technical developments/changes within the industry
- Identifying and maximising revenue opportunities within accounts
- Daily Communication with iomart Group Operations Teams on outstanding projects
- Ownership of inter team functions and service reporting
- Engaging with customers at a technical level when there are service issues
- Working with the support team to resolve technical issues
- Technical point of contact for both account managers and customers
- Assisting in preparation of bids and proposals.
- Assistance in Partner and Supplier Management and keeping abreast of technical developments in market
- Regular reporting on activity

Skills, Knowledge and Experience

- A proven track record of client retention and revenue generation within the IT industry, preferably within the cloud computing or managed hosting sector.
- An understanding of Cloud technologies – Private, Public, Hybrid

- Experience of Windows and Linux server operating systems, SAN and storage, virtualisation and networking technologies
- Comfortable with working with a wide variety of web and database services both independently and as part of a wider team

What do we offer in return?

- We'll shout you to lunch once a month
- ½ Day off on your Birthday
- Breakfast on us every day, including a hot roll on Fridays
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day, everyday
- Share save and childcare voucher schemes
- Supported training

Training & Development

As you can gather, we have a relaxed and friendly working environment but don't be fooled; you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through technical certification, our online training portal and our Management and Leadership Development Programme.