

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

Salary

£40,000 to £50,000 plus commission (£80,000 to £100,000 OTE)

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 key responsibilities of this role will be to establish a deep relationship with your customers to create 'Trusted Partner Status'. By developing such relationships, you will know their business intimately and be able to use this knowledge to generate revenue and long term business contracts. You will seek to know all of the customers' key decision makers, from C-Level to IT Management Level. You will speak with and meet with your customers regularly.

Your customers should be able to contract you to discuss any IT requirements that they have. You will be the 'go-between' for your customers ensuring the timely and successful delivery of our solutions to meet service levels and provide excellent customer service. You will ensure that business critical data about customers and opportunities is regularly updated in iomart CRM / Salesforce systems using the information for all cross functional teams to manage the customer account to a high level.

Key Responsibilities

- Manage a personal portfolio of customers, ensuring contracts are renewed appropriately and that revenue opportunities are identified and maximised
- Achieve sales activity & tracking performance targets which are set by the Regional Sales Director from time to time
- Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment
- Build and maintain strong, long-lasting customer relationships through regular contact and meetings, ensuring customer sees the value of iomart Group's services
- Develop a trusted advisor relationship with key customer stakeholders and executive sponsors
- Operate as the lead point of contact within iomart for any and all matters specific to your customers
- Work with iomart Operations, Support and Deployment teams to ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Communicate and report clearly on the progress of monthly/quarterly initiatives to internal and external stakeholders
- Forecast and track key account metrics and sales activities in Salesforce / CRM

Skills, Knowledge and Experience

Essential

- 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

Desirable

- Several years' account management experience within the managed hosting sector
- Excellent understanding of data protection and IT continuity / availability subject areas
- Proven year on year target achievement

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
- Sharesave 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.