

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

£23,000 to £28,000 (OTE £40,000)

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 400 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.

Your customers should be able to contact 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.

Key Responsibilities

- Manage a personal portfolio of customers, ensuring contracts are renewed appropriately
- Identify and maximise revenue opportunities within your customer accounts through business analysis techniques
- Achieve personal revenue targets
- Operate as the lead point of contact for any commercial matters specific to your customers
- Build and maintain strong, long-lasting customer relationships through regular contact and meetings, ensuring customer sees the value of the iomart Group's services
- Develop a trusted advisor relationship with key customer stakeholders and executive sponsors
- Communicate and report clearly on the progress of monthly/quarterly initiatives to internal and external stakeholders
- Forecast and track key account metrics
- Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment
- Assist with high priority requests and issue escalations within the business as needed
- Ensure all customer data is logged in internal systems

Skills/Experience

- Appetite for learning technical aspects of the industry – how the internet works, designing cloud platforms, specification of servers, and understanding support services

- Demonstrated ability to communicate, present and influence credibly and effectively
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills
- Excellent time management skills
- Self-motivated and works well within a team

What do we offer in return?

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Holiday Trading Scheme – buy or sell part of your annual leave allowance
- Travel Loans - unsecured interest free travel loans to assist employees
- ShareSave/SAYE – buy shares in the company at a discounted rate
- ½ Day off on your Birthday
- Long service benefits – additional annual leave and access to private healthcare
- Snacks, drinks and fruit all day every day
- Breakfast on us every day including a hot roll on Fridays
- We'll shout you to lunch once a month
- Supported training

Training & Development

As you can gather, we have a relaxed and friendly working environment where 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 by encouraging and supporting them to gain and maintain professional and vendor certifications. All of our staff are supported, through training and coaching, to learn our systems and processes enabling them to become a valuable member of the team quickly.