

# Solutions Account Manager

## Job Description

0114 299 4050  
recruitment@resolve.co.uk  
resolve.co.uk





# Contents

About us .....	2
Why Resolve? .....	3
Solutions Account Manager .....	4
Role description .....	5
Responsibilities: .....	5
Person specification .....	7
Working to values and culture: .....	7
Skills essential in this role: .....	8
Skills desirable, but not essential: .....	8
Our Commitment to Equality & Diversity .....	9

## About us

Resolve IT offers a continually outstanding customer experience. We specialise in providing IT support (both remotely and onsite) to our wide range of corporate and 3rd sector clients. We are passionate about what we do, and our services include supporting, connecting, communicating, installing, and protecting to fulfil the needs of any organisation.

For more information please visit our website: [www.resolve.co.uk](http://www.resolve.co.uk)



## Why Resolve?

We believe that Resolve is a great place to work, with lots of opportunities to grow, be challenged, and input into the business. We offer excellent training, and a chance to choose where you want your skills to grow.

Alongside that, working for us comes with some great benefits including:

- The chance to develop your skills with high quality internal and external training and certification opportunities (with exams paid for by Resolve), as well as dedicated time within work hours for training and study
- Starting holiday allowance of 21 days (plus Bank Holidays), this will increment after 2 years increasing by 1 day per year to the maximum of 34 including bank holiday
- Westfield Health plan available after one year's continuous employment
- A great company culture and fun working atmosphere with monthly team meetings, team building away-days and regular staff socials (which sometimes see the appearance of 'Andrew's Beer Trolley')
- 2 hours within the working week for you to spend on your professional development away from your day-to-day work
- Excellent offices and location, easily accessible from the city centre with superb amenities and plenty of parking
- Opportunities to attend relevant events and support local charities
- Flexible working environment and autonomy of your desk with an appreciation and onus that you know your clients best



# Solutions Account Manager

**Resolve** is looking for an exceptional **Solutions Account Manager** to join the team. This person will be a vital part of the company, working inside our Solutions team to work with clients on their IT strategy, provide vital account management, assist in the design of new IT solutions, and meet new businesses.

We are known for our communication and customer service, so we are looking for someone who speaks our customers' language, has great people skills, can build great relationships and drive sales.

**Employment Type:** Permanent, full-time position.

**Hours of work:** core hours are 9:00am to 5:30pm – Monday to Friday (flexible working and flexi-time policies can be requested after probation).

**Managed by:** Commercial Director

**Salary:** £25,000 - £35,000 DOE basic salary plus generous commission scheme

**Requires:** A UK Driving license, Car, a full DBS check may be conducted.



## Role description

As a **Solutions Account Manager** you will be at the forefront of managing and maintaining great relationships with our customers, driving sales, and discussing our wide range of products and services. You will be responsible for producing accurate quotations for everyday IT products and services, tailored to the unique needs of each business, as well as getting involved with the technical teams to design and present more advanced technical solutions for our customers.

## Responsibilities:

- **Customer Management:** You will oversee the management of your clients, including providing quotes for new products and services, pointing them in the right direction for their queries, and building great relationships.
- **Quotation Development:** You are tasked with creating detailed quotations for a variety of IT products and services. Your expertise will enable you to provide competitive and comprehensive quotes that meet the specific requirements of our clients.
- **Proposal Creation:** Your role involves creating detailed proposals for IT projects, ranging from cloud migrations and Azure builds to backup and disaster recovery solutions, as well as advanced security solutions. Your proposals will be the blueprint for successful project execution by our technical teams.
- **Client Relations:** Building and nurturing relationships with clients is a key aspect of your role. You will meet with clients regularly to understand their needs and be their primary point of contact for any IT-related inquiries.



- **Technology Solutions Expertise:** You will work with a broad spectrum of technology solutions, including servers, laptops, cyber security solutions, and AI. Your knowledge and experience will guide clients through the complex landscape of modern IT solutions.

In a nutshell, you should be comfortable speaking to customers at Director/Owner level, have excellent written and verbal communication skills, and be an empathetic, strong listener.

An average day might involve several of our team asking you to provide quotes to clients for specific hardware or software. You would obtain and send out these quotes, follow up quotes already sent, tracking your activity in the CRM system. Another day might involve proactively contacting our customers to inform them of the latest technology or services, explaining how it will benefit their business, and seeing the process through to the purchase.

You will, from time to time be involved in more technically complex projects, but don't worry our team here are super clever and will work with you along the way.



## Person specification

### Working to values and culture:

Culture is imperative to Resolve, we have values which we think matter more than anything else and help us to deliver a continually outstanding customer experience. These are: **communication**, **excellence**, **responsibility**, **passion**, and **innovation**. We all aim to listen & understand, set high standards, take ownership, have a positive can-do attitude, spot arising or potential issues, make suggestions & implement changes.

Having passions other than IT are important to us as we ourselves have a plethora of interests which make Resolve an exciting place to work.



## Skills essential in this role:

To join the company as **Solutions Account Manager** you should first and foremost be a great communicator and have great people skills. You should have a good understanding of the sales process, from prospecting to closing.

You should have excellent organisation and time management skills, be proficient with basic IT systems. As much of the role requires sales skills, the successful candidate will have tenacity, and be comfortable talking to customers in detail about how our provided tech services benefit their business.

Apart from that, you should enjoy making new contacts and be great at building and developing relationships. You will be working closely with our Technical Specialists and the teams that support our clients and be acting as the primary point of contact for our customers sales enquiries.

You should also be able to learn quickly. We are not looking for an IT guru, but we want people with good technical understanding. Most crucial though is the ability to learn quickly about the technology and services that we provide to our clients.

## Skills desirable, but not essential:

You should demonstrate a clear understanding of our company values and be great to work with. We're not sure if this is a "skill" as such, but we have a great team here and want someone brilliant to work alongside us.





The role might be ideal for someone who has been working in a technical position and is looking for a new challenge in a sales position, or someone with sales account management experience. It might be the perfect role for someone else as well! We have no predefined idea of the type of experience the ideal candidate might have, and the most important thing we are looking for is someone with the right cultural fit and people skills. So, if it sounds like something, you'd be good at and would like to apply, please don't be put off if your experience doesn't align exactly with our requirements.

## Our Commitment to Equality & Diversity

Resolve is committed and working hard towards promoting a diverse and inclusive environment. All candidates will be considered and measured solely on merit against the role requirements. We continuously monitor and review our selection criteria and procedures to ensure that all employees are selected, promoted and treated solely based on merits and abilities that are appropriate to the position.

