

## Technical Account Manager

### Primary responsibilities (your day to day expectation)

#### Account Management

- Confirm that we are providing the correct service for the customer's requirements using regular audits and checking methods
- Ensuring customer technical documentation including technical diagrams are up to date
- Assist with technical preparation for client visits
- Attend client visits either alone or as part of the team conducting system audits and discussing operational requirements including hardware and software opportunities
- Compilation of client technical roadmaps
- Production of client proposals in liaison with Account Management, design team and client
- Shared responsibility for Design Team tasks with Account Managers
- Production of Statements of Works for sales and proposals
- Reporting sales opportunities to Head of Account Management

#### Cyber Security

Be a technical resource to assist in the delivery of Cyber Essentials certification, passing on sales opportunities to Head of Account Management to act on.

Be a technical resource to assist in or conduct Penetration testing and reporting.

#### Privacy and Compliance

As a member of the Account Management Team you will be expected to provide resource to fulfil the privacy and compliance responsibilities for our customers.

- Complaints (Including Data/Security Breaches)
- Compliance Requests
- Data Subject Access Requests

#### Project Coordinator

Assist team in the sales & project delivery process.

- Discuss requirements firstly with the client and then with the Project Manager and liaison with Design Team
- Supply pricing/quotations for review
- Obtain best pricing to maximise CETSAT margins
- Ensure & manage logistics of equipment
- Make sure hardware is in the right place at the right time
- Ensure the Project Team is aware of any challenges throughout the process

## Secondary responsibilities (providing cover as required)

### Renewals

Ensure all renewals are current and up to date, ensure all data from missed renewals is captured and input correctly.

### Procurement

Purchasing hardware & software

- Approaching multiple suppliers for best pricing & best lead times
- Provide alternative products to review if original is not available or suitable
- Contact suppliers to arrange/schedule delivery of products
- Ensuring there are no discrepancies with orders
- Following up with suppliers for updates on delayed orders and passing information onto Project Managers
- Updating service tickets with relevant information to assist other teams
- Obtain best pricing for resale products and deliver products in required timescales
- Liaise between supplier, client, and tech lead to deliver products in required time
- Ensure that sales kits are kept up to date

### Product Sourcing

Assisting Account Managers in sourcing new products if their clients request something we do not normally supply.

- Look for suitable suppliers of said products
- Liaise with said supplier to get the best possible resale pricing
- Gather relevant product information and pricing and pass to Project Manager or Client for approval

### Quotations

Create and supply quotations for Account Managers where required.

- Liaise with Project Managers for all information required for the quotations
- Gather pricing from suppliers if information not already supplied
- Build quotation in CW
- Send to Project Manager for approval if require/Send direct to client for approval

### Invoicing

Invoicing SO's once product ordered or project is completed. Preview invoice before sending to ensure correct pricing and products are being billed.

### Administration

Assist team in any admin duties were required.

## Sales

Dealing with smaller/single product enquiries from Clients.

- Enquiries forwarded from Support Team & Project Managers
- Liaise with clients to gather further information regarding their enquiry if required
- Supply quotation for sign off
- Complete sales process
- Following up with Support Team if required

## Shipping/Logistics (Secondary responsibility)

Organise collections & deliveries if required, following up and ensure these collections/deliveries have taken place. Liaise with shipping agent to rectify any challenges and update relevant team members.

## Finance (Secondary responsibility)

- Ensure finance is aware of exceptional IT spend for cash flow purposes
- Provide required invoices, receipts, and PO's to Finance Dept
- Handle queries from Finance Dept on IT purchases or invoicing queries

## Any reasonable ad-hoc tasks

## Behaviours

Specifically, these are the priority actions that CETSAT identifies as being essential for top-level performance in this role:

- Make sure that procedures are helpful rather than obstructive
- Make sure similar problems are dealt with the same way
- Think problems through logically and precisely
- Stress the importance of attention to detail
- Require people to be precise and accurate in what they do

Additionally, the following are the actions that CETSAT identifies as being important for top-level performance in this role:

- Stand accountable for team performance
- Dismiss proposals that are not logically thought through
- Insist that things are done according to accepted processes
- Make sure people are aware of current standard procedures
- Make sure jobs get finished