

seriun®

Join our team

Technical Account Manager Job Description



About Seriun

A strong team of tech ninjas and industry experts

Founded in 2003, Seriun are an award winning fully Managed Service Provider. A team of 30 who specialise in delivering IT services, Telecoms solutions and bespoke software development to a wide range of industries. Seriun invests in its people and encourage work to be enjoyable and rewarding.

Our vision and purpose are to inspire and empower everyone to get the best out of technology. Empowering you to progress your career in what you love to do. We pride ourselves on delivering excellent customer service and solutions, empowering our customers to do the same for *their* customers.

Inspiring and engaging our team

Last year we launched Inpowa – our employee engagement tool to drive reward and recognition throughout the team. It integrates with Autotask, our Business Management software, allowing us to actively reward you for the great work we do. Results lead to 'diamonds', which translate into prizes, everything from a KFC bucket to a trip for two to a holiday destination abroad.

A promotional graphic for Inpowa, an employee engagement platform. The background is a vibrant purple and pink gradient with stylized clouds. On the right, a superhero character in a blue suit and yellow cape stands on a tall, pink, cylindrical pedestal. To the left of the character, there are three smaller, similar pedestals of increasing height. The text 'EMPOWER YOUR TEAM' is written in large, bold, pink letters at the top left. Below it, in smaller white text, is 'Motivate and inspire your people with Inpowa's cutting edge engagement platform.' Further down, in white text, is 'Integrated with your business management software, Inpowa drives performance with rewards, keeping your team happy and hungry for more!'. Below this text are three circular icons: a yellow one with a game controller, a red one with a target, and a blue one with a trophy. To the right of each icon is a white text label: 'Engage with gamification', 'Recognise performance', and 'Reward and celebrate'. At the bottom left, the text 'incubated by seriun' is written in white. At the bottom right, the text 'inpowa.me' is written in white. The phrase 'Level-up your business!' is written in large, bold, yellow letters across the bottom of the graphic.

INPOWA

EMPOWER YOUR TEAM

Motivate and inspire your people with Inpowa's cutting edge engagement platform.

Integrated with your business management software, Inpowa drives performance with rewards, keeping your team happy and hungry for more!

- Engage with gamification
- Recognise performance
- Reward and celebrate

Level-up your business!

incubated by seriun

inpowa.me

The start of an exciting new career

Account Manager

This is a fantastic opportunity to join an award-winning Managed Service Provider and be part of our growth journey and success story.

We are looking for an experienced Technical Account Manager to join our friendly team to work closely with our customers to develop their technology journey.

The Role

With an enthusiastic and personable approach, you will be responsible for developing long-term customer relationships. You will present and promote the Seriun brand and full product range to customers, identifying gaps in their current offering and highlighting opportunities for cross selling our alternative services.

General duties will include:

- ▶ Determining technology solutions to suit our customers' current and future technology requirements
- ▶ Conducting research to identify new markets with the current customer base
- ▶ Building solid relationships with customer in face to face and virtual meetings
- ▶ Promoting Seriun's products and services and maintaining awareness of these
- ▶ Preparing sales contracts in line with GDPR
- ▶ Using CRM systems to record activity
- ▶ Preparing sales proposals for complex solutions, including using SharePoint, Visio and Seriun management systems to create diagrams of current and future systems
- ▶ Working on commercial elements of proposals such as net margin and supplier discussions where required
- ▶ Maintaining sales training and accreditations in line with role offer and also company requirements
- ▶ Proposing basic commodity sales such as laptops, pc, monitors etc when required
- ▶ Assisting Sales Administrator Apprentice within the business with more complex commodity sales
- ▶ Assisting Business Development role within the business on complex solutions and coverage of this role for holidays and sickness
- ▶ Attending virtual and on site meetings with prospects and customers when required
- ▶ Proactive work on cross selling solutions across the customer base
- ▶ Delivering suitable on site work when requested by other teams within the business, such as delivering hardware or very basic setup within experience range to assist with any resource limitations within the business.

About You

You will have:

- ▶ Business development experience within an MSP – 1+ years OR 2+ years technical experience within an IT department/MSP.
- ▶ Market knowledge – good understanding of MS 365, computer solutions and telecoms including knowledge of Microsoft Azure (Training will be given).
- ▶ Ability to build rapport
- ▶ Good time management
- ▶ Communication/negotiation skills
- ▶ Experience in IT/telecoms support
- ▶ A valid UK driving license

Benefits

Salary - £25-30k depending on experience + commission and bonus structure in year two following a successful probation period of 1 year.

Further benefits as a member of the Seriun team

Our people are important to us, so we believe in looking after them as best we can. We have an engagement policy with perks and benefits, including:

- ▶ Tools to get the job done – A new high-spec Dell laptop and mobile phone expenses
- ▶ Cashback Healthcare Plan
- ▶ Career and personal development
- ▶ Annual away day for feedback and positive change
- ▶ Fun CSR activities, friendly environment and relaxed workplace
- ▶ Social days/evenings out and the Seriun festival (Coming soon)
- ▶ Hot lunch on last Friday of every month, with a catered-for style lunch every quarter
- ▶ Xmas parties (which are on another level!)
- ▶ Weekly fruit basket, tea, coffee and fruit juice provided
- ▶ Inpowa - employee reward system – prizes for the great work you do
- ▶ Annual Incremental holidays (maximum of 5 extra days after 3 years' service)
- ▶ Ability to purchase holidays
- ▶ Long service rewards and awards
- ▶ Pension Scheme
- ▶ Career Progression policy of internal recruitment over external
- ▶ More to be announced soon...

The social side of Seriun

We strive to keep our people engaged and motivated.
Here's a few of our best bits over the years...



Seriun Limited | Unit 9 Vantage Court, Riverside Way,
Barrowford, Lancashire, BB9 6BP | www.seriun.co.uk

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