

Harris Computer Services (HCS) provides world class customer service, support and IT advisory services with proactive, personalized network solutions. Harris Computer Services is ready with the support and expertise to keep clients focused on running their business. Harris is currently looking to add an experienced **Account Manager** who has demonstrated a passion for creating long term, productive client relationships, is an excellent communicator and understands how to plan and secure new business.

Position: Account Manager

The Account Manager is responsible for supporting and maintaining an existing client base and overseeing relationships between HCS and our customer. In addition, this position will also be responsible for new business development, the sourcing of new account opportunities.

The Account Manager is responsible for the full sales lifecycle as it pertains to the current customer base of the company. This position must keep our active customers abreast of the relevant products and services that can enhance their operations by developing a thorough understanding of their business and technology needs.

DUTIES & ESSENTIAL JOB FUNCTIONS

- Maintain a constant contact with support coordinator and client key stakeholders
- Uncover opportunities
- Detail all information in our CRM
- Keep clients informed of upcoming events: Lunch and Learns, New Service/Product offering
- Work with active customers to develop a deep understanding of their needs and translate those needs into product requirements and solutions that satisfy their demands
- Qualify new sales opportunities for current customers
- Respond to requests for service and product details from customers and provide timely responses
- Conduct onsite or online presentations that showcase the services and products of the company to active customers
- Work with management to develop proposals, quotes and respond to RFP/RFI documents
- Effectively communicate features and benefits of solutions and manage prospect expectations throughout the lifecycle of the account
- Manage the complexity of Managed IT services proposals, contracts, lease agreements, and service level agreements
- Maintain in-depth product knowledge of the service offerings of the company
- Perform sales procedures through activities and opportunities in CRM and remain compliant with defined policies and procedures
- Achieve and maintain a positive rapport with prospects and work to give them the best possible service

- Maintain and grow Managed Service (support) revenue
- Be responsible for all Managed Service Clients and communicate HCS value monthly

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Attend weekly sales meetings and ensure sales opportunities are compliant with company policy
- Develop in-depth knowledge of the service catalogue and how it relates to customer's needs
- Follow internal processes and procedures related to duties and responsibilities
- Track time and expenses in CRM tool as it occurs

QUALIFICATIONS

College or University degree or relevant work experience
2 + years experience preferable in the Managed Services - IT solutions space
Previous Account Management experience
Solid track record
Excellent communication, presentation and writing skills
Disciplined with a strong work ethic and attention to detail
English mandatory, French an asset

This position is full time, based in Ottawa with competitive salary, commissions and benefits for the selected candidate. We thank all applicants, however only qualified candidates will be contacted