

ARE YOU OUR NEXT INSIDE SALES REPRESENTATIVE?



Reporting To: Principal Account Manager

You should have demonstrable problem solving skills and the ability to work both independently and with a team to meet aggressive project timelines. We are looking for people who take pride in the quality of their work and who share our commitment to honesty, integrity, and personal accountability. You must have extremely strong verbal and written communication skills and the ability to interact professionally with a diverse group of technical experts, executives, and managers. A sense of urgency for task completion and a passion for client experience are essential.

Responsibilities

- Support the team of Account Managers and Project Managers in their day to day activities with clients.
- Price quotes, order processing, tracking, and fulfillment.
- Purchasing of hardware, software, and services required by clients and internally.
- Maintain accurate forecasting in CRM.
- Maintain and monitor internal and client tickets in CRM.
- Asset Management and renewal tracking in CRM.
- Billing and invoicing of products and managed services.
- Responsible for advocating the full range of service & technology products that IT Weapons offers, primarily through phone & email inquiries.
- Provide exceptional customer service to every client & prospect.
- Researching upon request new/existing products & technologies.
- Attend & participate in vendor training sessions; retaining and acting on new product and service knowledge

Education/Certifications

- University Degree and/or related Technical Diplomas are encouraged.
- Product knowledge with Citrix, HP, Dell, Cisco, Microsoft, and VMware is encouraged.
- Ongoing commitment to professional development and industry certifications.

Preferred Experience

- 2+ Years of industry experience.
- Experience using a CRM system, and experience selling IT services and technology products.
- General industry and competitor knowledge.
- Excellent verbal and written communication skills, experience with Excel, Word, Outlook, and PowerPoint.
- Able to multi task, while being flexible to constant change.
- Able to meet time line targets while maintaining productivity and efficiency metrics.
- Able to liaise with clients, vendors, partners, and all levels of the organization.
- Candidates must have a valid drivers license and 24/7 access to a vehicle.

