



<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Account Manager - Ireland
<b>Reports to:</b>	Team Leader for Ireland
<b>Salary:</b>	TBC

<b>Job Purpose:</b>	<ul style="list-style-type: none"><li>· Grow our developer tools and cloud services business in Ireland</li><li>· Work with Grey Matter Sales and Services teams to nurture opportunities..</li><li>· Talk with businesses to understand their needs and future goals with the aim of introducing them to the latest cloud technologies.</li><li>· Communicate the benefits to customers of working with Grey Matter as an extension of their business and a trusted advisor to support their IT strategy.</li></ul>
<b>Decision Making:</b>	The Job involves high level decision making at an individual customer and publisher level. Problems should be referred to a manager.

<b>Key Accountabilities:</b>	<ul style="list-style-type: none"> <li>· Build a strong pipeline, with the initial focus on Microsoft developer opportunities.</li> <li>· To work collaboratively with team members to develop new business.</li> <li>· Follow up promptly on opportunities passed from New Business and partners</li> <li>· Use initiative to identify new sales opportunities</li> <li>· Achieve monthly KPI's and sales targets</li> <li>· Be confident make outbound calls and available to take inbound customer calls.</li> <li>· Advise on the latest solutions and looki for opportunities within the customer base</li> <li>· Grow, develop and maintain customer and partner relationships using email, phone, video conferencing and visits</li> <li>· Liaise with Marketing to support current activities</li> <li>· Develop and maintain knowledge of the Microsoft offering and other relevant products.</li> <li>· Regular updates and reporting to line manager</li> </ul>
<b>Demands:</b>	<ul style="list-style-type: none"> <li>· Working in a demanding sales environment to deadlines and prioritising workload</li> <li>· Office based role with travel within Ireland and regular visits to the UK will be required</li> <li>· Assist colleagues when they are under pressure to achieve day to day aims and objectives</li> <li>· Managing time effectively</li> </ul>
<b>Experience, Knowledge and Qualifications:</b>	<ul style="list-style-type: none"> <li>· Fetac Level 7 degree preferred, Fetac Advanced certificate level 6 minimum</li> <li>· Competent user of Microsoft Excel, Outlook and Word</li> <li>· Experience of working in an office environment handling enquiries by phone and email</li> <li>· Confident working in a fast paced sales environment</li> <li>· IT Industry knowledge, particularly around the Microsoft offering would be an advantage</li> </ul>

<b>Skills and Technical competencies:</b>	<ul style="list-style-type: none"> <li>· Able to learn, develop skills and knowledge around the IT industry</li> <li>· Able to build great relationships with customers and partners,</li> <li>· Self-motivated when working in a small office or remotely</li> <li>· Accurate record keeping skills</li> <li>· Thrive when working to deadlines</li> <li>· Good problem solver and logical thinker.</li> <li>· Excellent oral and written communication skills with a confident presentation manner</li> <li>· Commercial awareness to aid with decision making</li> </ul>
<b>Corporate Standards:</b>	<ul style="list-style-type: none"> <li>· Be aware of the Company's aims and organisational values</li> <li>· Personal responsibility for data protection</li> <li>· Demanding of self and others</li> <li>· Creative problem solving</li> <li>· Professional, courteous and receptive to others needs both inside the company and also with our customers and partners.</li> </ul>
<b>Other Factors:</b>	<p><b>The above duties are neither exclusive nor exhaustive and the post holder may be required at times to carry out other appropriate duties as deemed by their line manager.</b></p>