



Full Job Description - Account Manager

About Somerset Associates

Somerset Associates develops and delivers disruptive technology solutions that span infrastructure and cloud monitoring, identity, security, analytics, ITOps and DevOps. Founded in 2001, headquartered in Swindon with a branch office in Cirencester, we work with a range of 'best in class' solutions and our consultants build and integrate bespoke platforms that significantly reduce risks and drive productivity for our customers. We work with FTSE 100, FTSE 250 companies and the most secure departments of the Public Sector providing our customers with delivery support, including design, implementation and deployment.

At Somerset we pride ourselves on the investment we provide in our employees through our in house on-going support, sales training and vendor / technology training . This ensures we provide a solid foundation for success.



Why Somerset Associates?

- Over 60 staff with approx. 50% of these being highly skilled consultants ensuring we provide greater value to our new and existing customers.
- The ability for remote working with schedule by weekly sales team meetings held in our office based in Cirencester.
- Winners of an array of industry awards.
- Market leading vendor portfolio.
- Excellent training and career prospects offered.

Job Responsibilities

- Generate and develop new business and grow our portfolio of solutions and services into both new and existing customers to achieve individual sales targets.
- Being responsible for creating and driving sales pipeline and growth.
- Delivering a first class customer experience.
- Making sure our customers understand the entire proposition and to understand and demonstrate the value we deliver.
- Manage customer relationships up to & including C-Level
- Work as part of a wider team.

Core Competencies & Skills

- Previous experience within the IT industry, particularly in roles related to value-added reselling is advantageous.
- A strong background in solution selling is advantageous.
- A working knowledge of Cyber / Network Security.
- Experience of managing strategic customer accounts including the development of strong relationships.
- Self-motivated, proactive, and able to work independently. Demonstrate initiative, self-drive, and the ability to thrive in a fast-paced work environment with a strong desire to learn.
- Proficient in utilising Customer Relationship Management software & sales analytics tools; effective pipeline management & data-driven decision-making.
- Tenacious, resilient, and hardworking.
- Ability to build trust with customers.
- Establishing a professional consultative relationship with customers up to and including C-Level, by developing a core understanding of their unique business needs.
- Build positive relationships with customer contacts, vendors, partners and the wider Somerset team.
- Active listening and confidence in articulating complex solutions to Senior IT and Procurement contacts.
- Commercial business acumen.