



CURRENT CAREER OPPORTUNITIES

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SALES CONSULTANT

Sales Consultant

We're looking for a Sales Consultant to join our team of business experts. Our UK head office is based in Hemel Hempstead. The successful candidate will report to the Sales Director and work closely with our sales team to secure our position in the Market in the UK.

Job summary:

The sales team are highly proactive business experts who seek to ensure we are achieving a high level of saturation in our identified market. We have grown extensively in the UK and Ireland and continue to enjoy growth. Our aim to become the no.1 trusted provider of ERP software in the UK and Ireland. Our unique selling point is our fully owned software and its highly configurable ability.

We are seeking to recruit a passionate individual who will love the product as much as we do and who can demonstrate an ability to sell its features within a business framework and can relate to our customers' needs and their pain points.

Key Responsibilities

- To conduct market research identifying potential customers
- To identify the right contact details within potential customer base
- To work closely with marketing and telesales to ensure data is accurate
- To prepare demonstrations that are relevant to the customer
- To travel to customer's sites and present to relevant business functions
- To ensure a commercially focused presentation that resonates with the relevant business heads
- To network and attend trade shows
- To demonstrate passion and hunger to increase market share
- To ensure time is managed and productivity is maximised
- To work closely with the professional services team ensuring timely handovers of projects
- To achieve sales targets
- To achieve target growth in territory

Knowledge and Experience

- Commercial awareness
- Excellent communication (verbal & written) skills
- Attention to detail
- ERP experience advantageous but not essential
- Presentation and powerpoint experience
- Tech Savvy
- An ability to prepare demonstrations of technology
- Honesty and values based approach
- Passion and career focused

Customer Support Consultant

Scope of Role

This role will play a vital part in providing front line telephone & remote support to our Intact iQ contracted customers and Intact iQ Resellers

Key Responsibilities

- To resolve, or assist in the resolution, of customer problems and queries arising from the implementation and subsequent live operations of Intact iQ ERP software at customer sites
- To ensure all issues are logged, tracked and resolved on our help desk system
- To keep the customer informed at all times of the status of their issue(s) until resolution
- To identify sales opportunities which are outside of the customer's support agreement and follow up sales to get quotation to customer
- To highlight high priority issues where assistance from the other departments are required to get the issues resolved
- To keep informed of new changes / defects that have been made to the program
- To cover for colleagues, as and when required, in all areas where knowledge overlaps, and to undertake other such duties as may reasonably be requested
- Production and submission of documentation in line with company procedures and submitted in a timely manner.
- Timesheet completion in line with company procedures

Knowledge and Experience

- Accounting knowledge to Leaving Cert \ Third Level or an I.T related qualification
- Excellent customer service and customer facing skills to work alongside customers on and off site.
- Proficient in Microsoft Word, Excel and Project

Highly Desirable

- Good telephone manner.
- Experience in Accounts Payable / Accounts Receivable role
- Keen interest in all things IT related.
- Demonstrated Customer Service / Customer Relationship Experience

Personal Specification

- Excellent written and verbal communication skills with the ability to communicate at manager and user level
- Ability to work under pressure with limited time, direction and guidance to complete tasks in a timely and accurate manner
- Be able to investigate issues and generate an effective solution in a systematic and logical manner
- Maintain professional communication and project a professional image at all levels
- Ability to work as an effective member of a team
- Work conscientiously and use own initiative
- Adopt a positive, pro-active approach to work
- Ability to recognise how, when and to whom an issue should be escalated.

Professional Services Consultant

Job Summary:

Professional Services Consultants have ultimate responsibility for the smooth implementation of systems with our customers by leading the implementation teams responsible for the installation and setup of systems, and to advise both consultants and customers on the use of accounts specific software modules for their particular business'.

Key Responsibilities:

- To provide Accounts and associated applications training and demonstration including undertaking demonstrations to support pre-sale consultancy
- To provide Accounts application training & consultancy for the customer.
- To take responsibility within an implementation to ensure all customer documentation is completed and in particular that a pre live check list is completed and that the customer is ready to go live
- To resolve, or assist in the resolution, of customer problems and queries arising from the implementation and subsequent live operation of standard or modified software at customer sites.
- To attend project meetings when required, internally or with clients, to gain or impart knowledge on current status of projects and to document details when appropriate.
- To complete all relevant project management documentation and help with standardisation of same
- To assist the support function at all times on current or previously implemented systems, as and when required, by taking support calls from clients when appropriate.
- To liaise with the customers to define, or help define, requirements, specifications for modifications to the software.
- To assist the development team with understanding of specifications during the development of modifications and subsequently test and document developed changes.
- To train colleagues in the operation of modified software, as and when required, to ensure a smooth hand over of projects to the support function.
- To train the customer's project team and provide knowledge transfer in the operation of modified software, as and when required.
- To cover for colleagues, as and when required, in all areas where knowledge overlaps, and to undertake other such duties as may reasonably be requested.
- Timesheet completion in line with company procedures

Knowledge and Experience

- Accounting knowledge at a business level
- Experience working as a consultant for a software house or advanced experience gained in the distribution sector such as a Builders Merchant, Plumbers Merchant, Electrical Wholesaler or other distribution or ERP businesses.
- Sound working knowledge of customer and business account practices, including day to day transactions, month end, yearend and audit activities.
- Demonstrable configuration, installation and implementation experience relating to ERP Go Live's including working knowledge of Accounting processes.
- Excellent customer service and customer facing skills to work alongside customers on and off site.
- Proficient in Microsoft Word, Excel and Project