



Account Specialist

NOTE: Anyone that is submitting for this position needs to have a general conceptual technical background in technology (computers, servers, internet, mobile).

The Account Specialist (AS) position is a very important role with the organization by way of being the main conduit between the client and bva. The AS is accountable for managing the quality control of all the active ongoing agreement at bva as well as all requests that get put forth by way of issue, hardware request, additional support, etc... The AS is in charge of establishing sales objectives and handling all sales activities in order to fulfill these objectives. The main responsibilities include preparing promotional materials, handle internal sales calls and coordinate and handle the requests of the current contract clients.

Salary Range:

\$38,000-\$48,000/year DOE, Plus Quarterly Bonuses

Reports to: President

Responsibilities:

- Account management
- Account quality control meetings quarterly – will be meeting with all of the clients asking how the support specialist is doing, driving and creating IT budgets for clients with assistance.
- 15 clients per quarter
- Hardware and software procurement
- New client meetings
- Project meetings
- Support documentations
- MicroAge client manager
- In charge of agreement renewal
- In charge of software renewals for clients (bManaged accounts)
- Vendor relationships such as cabling, telco ISPs, electricians, etc.
- Kick off meetings
- Scheduling for LOE's and SOW's
- Assist Support Specialist with Client Documentation
- Working with Support Specialist with generating new Hardware/Software replacements i/e switches, firewalls, workstations, cabling, internet, etc...
- Identify, analyze and implement new methods and techniques to determine sales growth
- Analyze the company's sales policies and recommend proper improvements and changes
- Participate at trade fairs and other events





Account Specialist

- Order and maintain materials and merchandise
- Handle both field and indoor sales activities
- Prepare hardware and sales quotes for existing clients
- Prepare ongoing agreements for new clients

Requirements:

- Strong problem solving skills
- Excellent client-facing skills and written/verbal communication
- Good knowledge of information technology industry
- Excellent oral and written communication skills
- Interpersonal competences and presentation skills
- Excellent telephone manners
- Highly organized and good planner
- Efficient in time management
- Able to work under pressure
- Able to meet deadlines
- Excellent negotiation skills
- Team worker
- Able to supervise and coordinate a team
- Able to properly evaluate and motivate team members and sales representatives
- Good customer services
- Results oriented
- Basic math and accounting competence
- IT knowledge and computer competences
- Attention to details and focused
- Hard working and dynamic person
- Analytic and rational thinking
- Able to analyze and interpret data
- Business awareness
- Polite and problem solver

Qualifications:

- High School Graduate or GED required; technical training or college degree preferred
- Minimum three (2) years in a account management role
- Good technical conceptual knowledge
- Excellent customer service and communication skills





Account Specialist

- Valid driver's license and proof of car insurance
- Transportation

bva Employee Benefits:

- Paid Time Off (PTO)
 - ✓ Accrued PTO (personal, vacation, sick)
 - ✓ 10.5 Paid holidays
- Medical & Dental
- Basic Life
- AD&D
- Simple IRA with company match
- Basic LifeLock (identity theft protection)
- Employee Development/Training Opportunities
- Equipment stipend for laptop (monthly)
- Mobile phone
- Mileage reimbursement
- Extracurricular activities such as lunches, team building/holiday events, massages, and various contests

About bva:

bva is an established and respected Managed Service Provider (MSP) in the Metropolitan Phoenix, Arizona area that has been in business for over 23 years. We are looking for the best and the brightest. If you consider yourself top in your field and have a strong desire to grow and advance your IT knowledge, we are the culture fit you are looking for! Come grow with us here at bva in a fun, fast-paced environment.

