



Job Description

Job Title:	Account Manager - Software
Date issued:	15 April 2008

General Requirements

1. To fully understand and adhere to the company's General Key Performance Areas as specific to your job in respect of:
 - a. Achievement & Action
 - b. Analytical Thinking
 - c. Attitudinal
 - d. Cash Control
 - e. Communication
 - f. Corporate Image
 - g. Diversity
 - h. Flexibility
 - i. Information & Confidentiality
 - j. Innovation & Initiative
 - k. Interpersonal Relationships
 - l. Management & Leadership
 - m. Operational Excellence
 - n. Safety
 - o. Self Management
 - p. Service Quality
 - q. Teamwork & Co-Operation
2. To fully understand and adhere to the company value system and procedures and policies as documented and to set an example to other staff members.

Primary Tasks and Duties

1. Consulting with clients and potential clients to establish the software needs of their business.
2. Generating customer interest in our IT products.
3. Keeping customers informed of new product developments and IT innovation opportunities.
4. Creating appropriate solutions to meet customer's needs.
5. Compiling quotations and tender proposals, including IT solution cost options, for customers.
6. Managing, sourcing and delivery of products to the customers.
7. Providing after-sales support.

8. Participating in product development, marketing and client education activities
9. Consultation and liaison with IT technical experts (analysts, designers, programmers, educators).
10. Constantly improving knowledge of products and sales techniques.
Skills Required
1. Must have good, clear communication skills – both written and oral.
2. Must have good presentation skills.
3. Needs to have good decision making, planning and organisational ability
4. Must be skilled in analysing and interpreting clients' ideas and needs
5. Must be able to attract new clients
Physical Requirements
1. Needs to have physical and mental stamina as they work under pressure for long hours.
2. Must have a neat and tidy appearance.
Contact with People
1. This position requires a person that can both work alone and in a team.
2. This position requires some supervisory ability.
3. This position requires a person that is able to handle lots of interaction with customers and other staff members.
Personal Qualities
1. The following are the key personal qualities that are required in this position: <ul style="list-style-type: none"> a. Tenacity and perseverance b. Ability to understand client's needs quickly c. Persuasive d. Supportive e. Positive f. Reliable g. Responsible h. Must be able to inspire confidence in clients and motivate staff i. Must be well organised and able to work to deadlines
Equipment
2. The following is a list of equipment that will be used in this position. You are expected to be fully familiar with the use of this equipment: <ul style="list-style-type: none"> a. Computer b. Car (must have a licence) c. Cell phone d. Diary