

## Job Description: Inside Sales Representative

Technology Access Group is a leading data center fit out and structured cabling specialist that has a strong blue chip customer base and excellent relationships with key vendors.

Technology Access Group is looking to hire an **inside sales representative (ISR)** who has experience in engaging with corporate customers and hosting providers. The role is to grow revenue and margin within the assigned account list in line with annual strategies and budget of Technology Access Group. The role will report to the sales director and will support 3 external account managers.

### About TechAccess

We've thought long and hard about how we deliver upon our vision and quite simply, it starts with placing our customers and employees at the heart of everything we do.

Technology Access Group is a services and solutions orientated company in the IT sector. Our goal is to assist our clients in optimising their business processes, with the aid of cutting-edge technology. We achieve this through innovation, focus, consultation and by establishing an understanding of your business needs. In order to address our clients current and future needs, we have established two focused divisions as a one-stop shop for all your requirements namely Data Centre Fit-Out Infrastructure Solutions and Networking and Structured Cabling Solutions.

### The Team

Technology Access Group has a staff compliment of sales, administration and technical. We have a footprint in South Africa, Zambia, Kenya, Mozambique, Ghana and Nigeria. Over the past 5 years our company has experienced a period of exponential growth. Our company is at the beginning of an exciting transformation as it prepares for the next step of growth and evolution.

### Key Roles and Responsibilities

- Deliver against your quarterly and annual forecast plan for both revenue and margin.
- Provide accurate – with regards to value and timing - forecasts and information around opportunities been worked on with especial focus on run rate business.
- Establish, maintain, and expand key relationships within your assigned account set with the goal of expanding DC Access's product offering within the account while ensuring repeat and ongoing annuity revenue.
- Following up and qualify leads generated by marketing.
- Make prospecting calls to targeted companies.
- Do quotes for customers as well as follow up on quotes.
- Liaise with suppliers to get up to date pricing and specification.
- Support Technology Access Group's resellers with quotes and information.
- Work with logistic providers to provide accurate lead times and costings.
- Respond to customer's and account manager's queries timeously.
- Work with order services to ensure customers receive accurate and up to date information related to their orders.
- Use the tools / CRM provided by the company to update critical information.
- Be actively engaged in uncovering customer needs to build between 3 times to 5 times pipeline coverage.
- Present on and have an excellent understanding of DC Access's capabilities as well as of the solutions of its technology partners.
- Together with the account manager be a point of contact for handling customer escalations.

## Key Competencies

- Have 2 - 3 years plus as an inside sales representative selling to large corporates. The candidate should have experience working as part of an account team and have experience of engaging with senior staff including procurement within accounts.
- Experience as a sales development representative is ideal.
- An understanding of how the channel operates is also ideal.
- Business Acumen – Have a good understanding on how business is transacted in this space and be competent with regards pricing and especially margin calculations.
- Market Knowledge – An understanding of the Data Center market would be beneficial.
- Presentation Skills - Effective communicator in all mediums, spoken, written, presentation. Communicates requirements, goals, results, achievements, and information skillfully and concisely. Listens and responds accordingly.
- Sales Skills - Consistently sets and achieves SMART sales objectives across all customers.
- Negotiation Skills - Skilled negotiator - internally and externally ensures consistent achievement of customer objectives.
- IT Skills - Fully Conversant with MS Office and particular MS Excel.
- Teamwork – a team player.
- Communication - All communication is of a high standard and demonstrates good analysis of data and information. The ability to communicate clearly and concisely via email and over the phone is key. Be a strong listener.
- Time Management - Allocate time and always have objective to discuss with contacts.
- Account Management - Constantly look for methods to stretch and improve.
- Develop Self - Demonstrate passion and commitment to achieve highest possible level of performance.
- Embrace Change - Input to strategy of team and business using knowledge and experience.
- Decision Making - Capable of making good commercial decisions on own.
- Interpersonal Effectiveness - Take full responsibility and accountability for all areas of operation.
- Customer Focus - Plan and involves each customer to fulfil their individual potential.
- Product Knowledge – Accepted as an industry expert.

## Qualifications

- The successful candidate will have a matric or equivalent. A bachelor's degree is preferred.
- Exposure to data center solutions from a technology perspective would be beneficial.

## Remuneration

On target earnings (range) R240 000 – R360 000 per annum.

## Benefits

- Hybrid working arrangement.
- Medical aid contributions

Those interested in applying for the position should please send their CV/resume and a cover letter to [brendan@techaccess.co.za](mailto:brendan@techaccess.co.za)

For more information, visit us at <https://techaccess.co.za/>