



Sales Development Representative Job Description

Resolution IT is a leading specialist outsource provider of innovative IT solutions, support and managed services. We believe it's good to be different, which is why the service to our clients is second-to-none and our business efficient and pro-active approach sets us apart from the rest.

Our team of highly qualified and experienced engineers and system consultants support local companies with global IT requirements. Clients span across a range of industries including; financial services, insurance, real estate, manufacturing, trading, and healthcare.

Summary:

You will be responsible for lead generation and establishing & building relationships with companies who meet our target market requirements, arranging meetings for our Sales Team and Technical Account Managers, and assisting with quote generation and opportunity management.

Main duties and responsibilities:

1. Identify companies within our target market(s), establish and maintain relationships with key contacts, and engage with them via Email, Social Media, Newsletters, Events, Video and Phone to identify their IT + Cyber Security requirements, and verify they are a good fit for us.
2. Manage our CRM and ensure information is kept up to date at all times.
3. Manage our opportunity pipeline through the various stages.
4. Arrange + facilitate meetings with key decision makers, and take ownership of next actions discussed during meetings.
5. Create and follow up on proposals.
6. Review in-house systems to ensure that data is correct and of a high standard making necessary corrections where appropriate.
7. Undertake other duties as required by line manager.





8. Adhere to local data protection and health and safety legislation and Resolution IT policies and procedures.

Key Criteria:

1. Experience in B2B Social Media Management and Outbound Marketing
2. Highly organised with excellent attention to detail.
3. Excellent communication and interpersonal skills.
4. IT literate with the ability to learn internal IT systems.
5. Confident in working under pressure in a fast-paced environment.
6. Ability to work in a collaborative and flexible manner with others.
7. Good prioritisation skills and confident using own initiative to work independently.
8. Ability to handle confidential information in a sensitive manner.

Desirable Qualifications, Skills and Experience:

1. Experience working in a technical industry – particularly IT services
2. Proven track record of building relationships through active account management
3. Experience of using Microsoft 365 desirable