

Position Description

Position Summary

Position Title:	Cloud Solutions Sales Specialist
Business Unit:	Business Sales
Reports To:	General Manager - Sales
Leadership Provided to:	Nil
Date Created:	Jan 2012
Review Date:	Jan 2013

Organisational Overview:

Adam Internet provides high quality internet services to residents, businesses and enterprise organisations across South Australia. Our services expand beyond the standard ADSL2+ broadband connection to include wireless and mobile broadband, TV, VOIP, data centre and private networking solutions to name a few.

Privately owned and locally operated, Adam Internet continues its impressive growth, employing around 200 staff and servicing tens of thousands of customers across South Australia.

Our vision is:

To be recognised as the provider of choice amongst South Australian residents, businesses and government. Adam Internet's focus is to provide great value entertainment services to the home alongside quality professional services to organizations of any size.

Our goal is to provide services to our customers built on:

- Innovation
- Quality
- Value for Money

Adam Internet has adopted the following values that drive our behaviour as an organisation:

- Customer Service focus
- Innovative, determined approach to problem solving
- Willingness to take responsibility for own actions
- Commercial in thinking
- Team player at heart

Adam Internet Employment Contract

The terms and conditions governing an employee's entitlement are those prescribed by the Fair Work Act as amended. Your employment contract will document terms and conditions that are specific to your Job Role. The Adam Internet Policies and Guidelines provide additional information and guidance regarding your employment conditions at Adam Internet



Position Purpose:

The Solution Sales Specialist is responsible for delivering on the company sales goals for Adam Business Cloud by working with the sales team as a technical sales specialist to provide solutions for existing and new customers. This means you will devise and deliver on a business plan, drive BDM engagement and local opportunity planning. You will have a strong understanding of a client’s business processes to position our products in their minds to create solutions that deliver genuine business benefits to them. You should enjoy working independently and in a team and have experience dealing with clients at management and ‘C’ level.

Primary Outcomes and Accountabilities

Key Result Areas	Critical Tasks /Performance Measures
Sales	<ul style="list-style-type: none"> • Drive revenue by selling products, services and solutions to new and existing customers ensuring monthly, quarterly and annual targets are met or exceeded • Work closely with BDM's to identify and close new business opportunities • Develop local business development plan and target opportunity list • Analyse accounts and competitors and identify Adam Internet's leverage / differentiation and opportunities • Ensure go-to-market plan is aligned to sales and services plans • Develop a program of events and initiatives in conjunction with marketing, engage partner resources where necessary, and position solutions consistent with overall business strategy • Drive account engagement and manage customer expectations • Stay ahead of product/technology developments and transfer knowledge • Maintain high level customer exposure and interaction and ensure feedback into LOB planning process • Identify cross sell opportunities for existing accounts • Influence and create value at all levels • Develop & maintain a strong qualified sales pipeline • Promotion of self as an industry expert and trusted advisor • Promote the Adam Internet range of products and services with Adam Cloud as your areas of speciality
Branding and Promotion	<ul style="list-style-type: none"> • Promotion of the Adam Internet brand • Promotion of the Adam Internet corporate profile • Corporate facilities are hosted as required - to achieve maximum benefit

Individual Competency Profile

Knowledge, Skills and Experience and Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • Substantial sales / business development experience • A track record of identifying and closing opportunities within an IT / hosted services environment • Strong technical awareness of LOB / Practice products, professional, hosted and managed services and general knowledge of other service offerings within the marketplace. • Ability to communicate effectively with both technical and non technical individuals • Interpersonal skills and the ability to develop strong customer relationships • Strong industry and market awareness • Ability to negotiate / influence • A team player who can engage and work with account management and practice teams 	<ul style="list-style-type: none"> • Relevant Tertiary qualifications in Business • In depth understanding of ISP/ Cloud space

Required Behaviours

Adam Internet's Core Values	Key Behaviours
Customer Service focus	<ul style="list-style-type: none"> • Quickly establishes customers' needs • Provides workable solutions • Speaks with customers at their level of understanding • Treats all customers respectfully • Remains composed in difficult situations • Keeps commitments with customers
Innovative, determined approach to problem solving	<ul style="list-style-type: none"> • Gathers relevant information. • Analyses information necessary to resolve problem • Shows commitment to solving the problem • Looks beyond the obvious and doesn't stop at the first potential solution • Establishes requirements for follow-up actions & sets time frames. • Maintains communication with customers. • Escalates problems to the appropriate resolution team if required

Willingness to take responsibility for own actions	<ul style="list-style-type: none"> • Accepts responsibility for his/her own work. • Accepts responsibility for work of his/her subordinates (if in a leadership role) • Doesn't blame others when things go wrong. • Confident to make decisions within his/her area of responsibility without referring to his/her boss • Approaches tasks with energy and drive, and a desire to finish.
Commercial in thinking	<ul style="list-style-type: none"> • Knows how business works. • Knows the competition. • Shows financial awareness. • Has an understanding of the industry in which we operate. • Has an understanding of the company's business.
Team player at heart	<ul style="list-style-type: none"> • Builds proactive and collaborative working relationships with all staff • Encourages other staff to participate and share their knowledge and expertise • Effectively utilises other staff's skills and knowledge, and proactively offers own expertise to staff • Sees the organisation's goals as important • Supports other team members in their work – helps share the load • Shows respect for all staff, their individual circumstances and personal values

Specific Job Competencies <i>In addition to Adam Internet Core Values</i>	Key Behaviours
Sales Initiative	<ul style="list-style-type: none"> • A desire to drive sales from start to finish • Acts proactively to penetrate the corporate and government market
Self Management	<ul style="list-style-type: none"> • Has a clear perspective on current priorities • Manages time effectively to meet deadlines • Maintains work life balance at practical levels • Manages own stress levels in an appropriate manner
Communication Skills	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Ability to communicate effectively with people at all levels • Ability to effectively communicate with internal and external customers

Special Conditions	
	<ul style="list-style-type: none"> • Flexible approach to work • Flexible working hours – dependent on business needs

Acknowledgements			
Name of Line Manager		Signature	Date
Employee Name		Signature	Date