

Cisco Services Business Development Manager

Location: Sydney

Duration: Permanent

Position Purpose: To proactively drive and develop the Cisco Services business within Westcon Group
To support customers with regard to SMARTnet / Smart Care renewals and new attachments
In conjunction with the Cisco Product Manager, analyse the Customer Database to identify hardware upgrade opportunities; Ensure customer satisfaction through the timely provision of accurate information, solution recommendations, quotes and resolution of customer concerns.

Position Summary:

Achieve Westcon-defined revenue and GP targets and Cisco Services quotas as per agreement

Make regular face-to-face and telephone contact with existing and new resellers

Analyse and monitor the performance of the customer base to identify areas of opportunity and to pre-empt customer issues

Be responsible for managing a pipeline

Work closely with key personnel to develop strong relationships within the customer base and Cisco

Ensure customers are kept up to date with relevant developments from Cisco and Westcon Group

Support the marketing team in delivering appropriate Cisco marketing campaigns to the local customer base

Provide exceptional customer service and strive to exceed customer expectations

Report back to Westcon Group management on relevant market information

Develop a thorough understanding of Cisco Services in order to effectively support customers

Attend all relevant Services briefings and updates

Achieve quarterly MBOs as set by management

Manage all renewals data and the process of communicating these to the Cisco sales team and customers

Design new ways to communicate renewals information to Cisco sales team and customers