

Internal Account Manager

“Experts in Managing and Securing Cloud Services...”

Established 27 years ago, Doherty Associates is an award-winning, Tier 1 Microsoft Gold partner with multiple Gold competencies. We have helped manage and support over 20,000 users with their Microsoft cloud migration and have become a trusted strategic partner to our clients. We have encouraged and aided our clients to use an average of 82% of features and benefits within Office 365, compared to an average of 69% amongst other partners.

“A lot has changed since Doherty Associates was formed in 1991 but the one constant has been our commitment to understanding what our clients need and delivering the right solution...”

IT is a fast-paced environment where traditional methods are surpassed and can become outdated very quickly. We are pioneers for new technologies and we enable our customers to take advantage of that by delivering it as a secure, reliable service.

We have expertise in networking, cyber-security, compliance, SharePoint and web apps. Through our offices in London and Kuala Lumpur we provide true, fully-managed services. We are a proud Tier 1 Microsoft partner with three gold competencies and experience that puts us among their top partners in the world.

“We are a successful, award-winning company with a focus on innovation and developing highly effective solutions for even the most challenging requirements...”

We can only achieve this if we have the right people in place. Doherty Associates offer an exciting and rewarding environment to work in with a great team dynamic. We make every effort to be a caring and supportive employer and provide top-class mentoring to help you achieve your full potential.

“If you believe that you have the skills, abilities and talents to join us, we would love to hear from you...”

Why Doherty Associates?

- Established 27 years ago
- Microsoft Partner since 1999 and we became a Microsoft Gold Partner in 2004
- 5 Microsoft Gold competencies in Cloud Productivity, Cloud Platform, Small and Midmarket Cloud Solutions, Datacenter and most recently Collaboration and Content
- More than 80 employees – three-quarters of whom are technical experts.
- ISO 9001 & ISO 27001 certified
- Mimecast Certified Partner
- Fortinet Silver partner
- HP Certified Reseller, offering a full range of HP products
- CISCO Select Certified Partner
- Layer2 offering Microsoft SharePoint and Office 365 apps
- Sharegate simplifying management for SharePoint, Office 365 and OneDrive for Business.
- Offer a true ITIL certified support

Clients in a wide range of industries, including finance, media, education, legal services and travel

The Candidate:

- A self-motivated individual with the ability to work on own initiative to ensure targets are achieved
- Consultative sales experience within a business to business environment
- Ability to make decisions in line with business, customer and client needs
- Educated to A-Level or equivalent would be a minimum
- Proven track record within an end user focused sales role is preferred but not essential
- Previous experience as an Account Manager, Junior Account Manager or relevant role
- Able to work independently and collaboratively
- Ability to multi-task, prioritise and manage time efficiently
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills
- Demonstrable ability to communicate, present and influence key stakeholders at all levels
- Can-do attitude and enthusiastic manner
- Proficient with Excel / Word / Outlook
- Proven ability to juggle multiple accounts, while maintaining sharp attention to detail
- An interest in games would be a benefit

The Role:

- Working with an existing, spending, account base
- Managing the on-going client relationships
- Customer Account Management of existing clients
- Maximise profitable turnover from assigned accounts
- Articulate solutions to clients and look for cross sell opportunities within customer base
- Liaising with clients and sales team on queries
- Working effectively with the wider team and engage as necessary
- Regular feedback on changing client requirements to ensure we remain relevant
- Articulate the message of the businesses services and sell the brand
- Monthly reporting on sales activity
- Provide support to the wider team where necessary

This is an incredibly exciting opportunity to join an established, extremely successful, business who can offer fantastic levels of personal development and remuneration. If you are a self-starter, commercially astute, well presented, full of ideas and boundless energy combined with excellent communication skills and want to be part of a fantastic IT company - then please get in touch ASAP!