

Position: Managed IT Client Services Manager
Basis: Full Time
Salary/Package: Available on Request

The Company

Here at Planet IT we are an exciting, dynamic and successful IT company based on Milton Park, Didcot. We are a fast-growing managed service company providing clients throughout Oxfordshire and neighbouring counties with a complete outsourced IT support service. As a company we specialize in IT security solutions and are an award-winning IT solution provider winning Sophos Partner of the year for the 2nd year running this year.

Due to our continued growth we are now seeking a Client Services Manager to join the team. As Client Services Manager you will primarily be responsible for managing and growing a team of account managers whose clients will have our fully managed IT support service. You will be responsible for ensuring that we are monitoring the service alongside the AMs in line with contractual service levels and internal key performance indicators.

The Role & Key Responsibilities

- Manage and grow a team of Managed IT Account Managers
 - o Weekly 1-2-1's to track KPIs for service review meetings, call KPI's, escalations and issues on accounts
 - o Handle any escalations from the account management team and work with the wider team to resolution
 - o Responsible for maintenance of margins to hit monthly and quarterly GP targets
 - o Account map and identify cross and upsell opportunities in the base of existing clients
 - o Responsible for attending service meetings remote/onsite alongside each Account Manager
 - o Ticket Analysis with clients alongside Account Managers identifying trends
 - o Improve process through the team
- Responsible managing pipeline of new support opportunities and overseeing/winning net new MSP contracts
 - o Part of this will be to also re visit any old opportunities
 - o Still plug in Sales Director and TA's where appropriate to bigger opportunities
 - o Commission on any new business won
- Responsible for managing the onboarding process of new clients
 - o Then distributing accounts through team of Account Managers and growing the team for this
 - o Keeping an eye on capacity of account managers and growing where applicable

Required

- 2 + Years' experience working within a managed service provider (MSP) is **essential**
- Commutable to our main location in Milton Park, Didcot.
- Have sold IT solutions to businesses – experience of selling the basics, laptops/desktops, Office 365 licensing, security solutions a must
- Experience of presenting IT service review meetings with clients
- Strong customer service led skills and strong communication
- Proven problem-solving skills
- Target Driven, ambitious and solution hungry
- A positive and self-motivated approach

Desirable

- Has experience of managing a team of account managers at a managed service provider
- Has experience of winning new IT support contracts for a managed service provider

Why Planet IT?

- A business established in 2003 with a proven track record of success and we are growing year on year!
- Fantastic reputation for staff retention and loyalty and recognised for offering excellent career progression and opportunity – we promote from within
- Excellent training and development opportunities and plans
- A privately owned and profitable company
- A superb focus on staff incentives
 - 150 Club –150% of target or more on Qtr – a £1,500 experience weekend away
 - Quarterly team building trips company wide
 - Ongoing vendor incentives including VIP experiences, vouchers and much more

Benefits

- 25 Days Holiday and Rising (Plus Bank Holidays)
- Private medical cover
- Discounted gym membership
- Cycle to Work Scheme
- Epic Christmas Parties
- Car Parking

Planet IT is an equal opportunities employer and welcome all candidates to apply with the right to work in the UK.