

# IT Sales & Operations Manager



Our client, Forest Computers is seeking an IT Sales & Operations Manager. Forest Computers is a growing information technology organization, primed to grow exponentially in the coming years. With that in mind, this role will play a key role in aiding and preparing the organization for the coming growth.

As the IT Sales & Operations Manager, your top priority is to build strong relationships with our customers; and be an effective team building leader with the internal IT department. As a leader you are an advisor and mentor who seeks, defines and executes solutions. You will be responsible for proactively supporting our customers for a wide range of scenarios including technical support, analyzing requirements, creating reports and training. Included in this role is to effectively develop strategic business plans to meet the organizational business needs of our customers.

The opportunity would suit someone who either is an experienced consultant looking for their next opportunity in management; or who is looking to make the move into a fast-growing specialist in a rewarding sector.

For more information, please visit: <https://bit.ly/FC-ITSOM>

## Key Responsibilities

- Act as a primary point of contact and key success champion for assigned accounts
- Understand and explain features and benefits of the product line as it relates to customer needs
- Educating customers on upcoming product releases and enhancements
- Develop and maintain strong relationships with key stakeholders in an organization
- Evaluate and analyze business objectives and challenges and present a solution for customers to become successful with Forest Computers
- Act as a liaison between internal teams to ensure customers' needs are being met; coordinating with service and development team
- Prime the selection of IT solutions, in concert with Senior Management, to support overarching business objectives
- Identify, triage and resolve technical issues, determining root causes, and escalating where applicable
- Assist via the hiring, training and performance of cross-filling of duties for other IT staff
- Act as the escalation point for critical customer concerns and mobilize resources/trainings to resolve their issues
- Demonstrate best practices in market research across a variety of use cases within the industry
- Provide "outside the box" strategic input for growing our customer base

## Skills & Qualifications

- 3+ years of account management and supervisory experience
- Bachelor's degree in Computer Science, Business or another related field, or an equivalent mix of post-secondary education and experience
- Sales experience in IT Management solutions – including network infrastructure, hardware, software, web and email management, and security
- Very strong written and verbal communication skills
- Strong management skills including performance management, planning, prioritization, objective setting and plan execution
- Excellent interpersonal skills and ability to work well in competitive team environments
- Understanding of clinics and the way their practice operates and grows
- Exceptional English speaking and writing proficiency
- Action oriented, capable of independently solving complex workflow problems, and able to communicate clearly and effectively to internal and external stakeholders
- Experience building customer relationships at multiple levels of a clients' organization

If you would like more information about Forest Computers, please visit <https://bit.ly/FC-ITSOM> or contact **Lisa Cefali**, Partner, Executive Search & Strategic Development, Legacy Bowes at (204) 934-8822.

If you believe you can make a strong contribution to Forest Computers as the **IT Sales & Operations Manager**, please submit your resume in confidence to [Lisa.Cefali@legacybowes.com](mailto:Lisa.Cefali@legacybowes.com) quoting position #213182.