



# JOB DESCRIPTION

## Technical Sales Specialist

### BACKGROUND

Ingen Distribution, [www.ingendistribution.com](http://www.ingendistribution.com), are a distributor (AKA wholesaler) for [www.Peplink.com](http://www.Peplink.com), a specialist manufacturer in the areas of:

Cellular Connectivity

Wi-Fi

SD-WAN

Multi-WAN networking hardware

If you want to be a part of a growing organisation, to be able to influence the direction and success of the business directly and to have a good level of autonomy managing your own success and that of the business, then please read on as this could be the role for you.

### KEY OBJECTIVES

Ingen Distribution are looking for a person to run the operational sales side of the business.

We need someone who is organised, open minded and eager to learn, who can take on the role full time and ensure a more structured process as the business continues to grow.

This is not purely a technical role but it would be advantageous if you have experience in IT/network equipment and or hardware sales as technical knowledge will be required as part of the sales process.

### RESPONSIBILITIES

- Taking incoming email and telephone orders
- Outbound sales contacts to gain new Customers
- Building quotes
- Customer order queries
- Placing orders with our hardware supplier (Peplink)
- Posting tweets and blogs/writing inbound sales and marketing messages on social media
- Website editing (training given)
- Maintaining a good working relationship with our Reseller partners:
- Handling any technical/sales/shipping queries
- Updating them on new features, products, firmware release, security announcements
- Attending trade exhibitions and conferences as part of the Ingen Distribution team
- Learn about the Peplink product set, with the view to obtain certification within 6 months

### ACCOUNTABILITIES

- Represent Ingen Distribution in an efficient and professional manner at all times
- Respond to customer enquiries in a timely manner
- Promote Ingen Distribution as a brand and raise the company profile.
- Obtaining new Customers to ensure Ingen Distribution continues to grow
- Consistently demonstrate a high quality of workmanship and conscientiousness with all tasks
- Provide accurate and timely reporting as required
- Report to the Head of Technical Sales

### ABILITIES: REQUIRED SKILLS AND EXPERIENCE

- Strong work ethic, with a professional demeanour and positive attitude
- Motivated and self-directed professional that can integrate their style with company processes
- Excellent interpersonal communication skills with a customer focused approach.
- The right levels of enthusiasm and a 'can-do' attitude is more important than experience and knowledge, or a degree or HND
- Good organisational skills – the ability to manage a multitude of orders
- Good interpersonal skills and the ability to communicate with customers clearly and concisely both in person, via phone and email
- Ability to write in clear English
- Eagerness to learn how all aspects of a business runs