

## We are e92plus: the leading cybersecurity VAD for the UK channel

What does this mean? We're in one of the most exciting, dynamic industries, helping bring to market disruptive and next-gen technologies, building successful partner communities and helping to protect organisations, users and their data.

### About e92plus

We empower the IT channel, bringing innovative solutions from emerging and established vendors to market, and help our partners grow a profitable business with our services.

### What are we looking for?

We are continually expanding our team, and we're looking for the brightest talent to complement our team. We'll provide everything you need to help develop your career and achieve fantastic success.

### Next Steps

For more information on specific opportunities to send us your CV, call us on **+44 (0)20 8274 7000** and ask to speak to the HR Manager or email us at [careers@e92plus.com](mailto:careers@e92plus.com).

Why work for e92plus? We're an ambitious, growing company that offers fantastic opportunities to learn, develop and build a successful career and unlimited potential that's not restrained by age or experience, only ability and results. Everyone benefits from continual training and development, plus we're a social company - with company events for both our employees and with partners, from our annual company kick off in Barcelona to football tournaments.



### Location

This role will be based in e92plus Argent Court, Hook Rise South, Surbiton, KT6 7NL

### The opportunity

This role will give you the opportunity to build and develop your sales career within cybersecurity and cloud, two of the most dynamic sectors in the IT market. You will work alongside a vibrant sales team that strives to deliver the best solutions for our resellers to help them grow their business.

### What you'll do

As a Customer Support Executive you will be assisting the Account Managers and be the first introduction and daily point of contact to our reseller partners, so enthusiasm, service quality, product knowledge and a commercial focus will be the key attributes of the ideal candidate.

The successful candidates will be: Open minded, and keen to learn Outgoing and a great communicator A self-starter, capable of working independently Someone with a capacity to absorb and use lots of information, and understanding the different rules and processes for quoting each vendor, Organised to manage a high volume of quotes Having attention to detail, and a commitment to accurate work.

Inbound enquiries: Receiving inbound enquiries from customers Quotes Requests: Making sure quotes are done in a timely fashion and keeping with SLA's Quote Accuracy: Ensuring all quotes are correct and accurate, with all information included where necessary Renewals: Ensuring all renewals are up to date on the CRM system and have been quoted at least 90 days prior to renewal date.

You'll work closely with the other e92plus teams, in particular the Account Managers. You'll start working at our office in Surbiton for training but the role is Hybrid a mixture of home and office working. The role reports into the Sales Managers.

### What does a successful candidate

- Open minded, and keen to learn
- Outgoing and a great communicator
- A self-starter, and capable of working independently
- Someone with a capacity to absorb and use lots of information, and understanding the different rules and processes for quoting each vendor
- Organised, to manage a high volume of quotes
- Having attention to detail, and a commitment to accurate work

### Team Engagement

You'll work closely with the other e92plus teams, in particular the Account Managers. You'll start working at our office in Surbiton and the role reports into the Sales Managers.

### Development

The cybersecurity market is a dynamic and growing one, and this role is the perfect start to your IT career with e92plus. We take pride in offering development and progression to its employees, and many of our sales team started in junior roles before moving to more senior account management or vendor management positions. You will receive full training, including Vendor Certified Training, and fantastic opportunities to develop your sales skills, product knowledge and gain industry experience.

### Location

This role will be based from the e92plus head office (in Argent Court, Hook Rise South, Surbiton, KT6 7NL). Currently all staff work from home, and this will be reviewed as government guidelines allow.