

Sales: Account Manager

Echo Service Provider:

Echo Service Provider (Echo) is an independent integrator of advanced network and cloud computing services. We offer an aggregation of ISP services to the South African market. By collaborating with multiple ISPs and vendors, we take an independent approach to sourcing, building and managing converged communication networks, allowing us to deliver best-of-breed solutions while remaining vendor neutral. Coupled with the aggregation of these best-of-breed services, our carrier-neutral network adds significant value to our clients. Echo forms a single point of contact for client communication needs such as VPNs, hosting and cloud services, internet connectivity and cybersecurity.

Position Summary:

We are looking for a driven and experienced Account Manager with a proven track record in Sales & New Business Development within the ISP/IT solutions space. This role requires a strong hunter mentality, the ability to build lasting client relationships, and the skills to deliver tailored technology solutions that meet business needs. The successful candidate will be responsible for new business acquisition, managing existing customers, identifying new opportunities, connecting with key business executives and stakeholders, and facilitating the sales process from conceptual design and proposal to contract and a fully deployed service/s. They will also act as a liaison between clients and cross-functional Echo teams to ensure the timely and successful delivery of solutions and services according to client requirements, including upgrades, downgrades, realignments, and cancellations. As an Account Manager, you will be expected to generate new sales leads, grow revenue within existing accounts, and maintain strong client partnerships. You'll work closely with internal teams to deliver high-quality proposals, ensure client satisfaction, and consistently exceed sales targets.

Key Responsibilities:

- Generate new business leads and opportunities to meet and exceed monthly, quarterly, and annual targets
- Manage, grow, and close opportunities within existing client accounts
- Act as the primary point of contact for existing and potential clients, building professional relationships with key decision-makers
- Secure and complete 8 client meetings per week with new and existing clients
- Develop and maintain detailed Account Plans, updated quarterly for internal review
- Collaborate with internal teams to prepare tailored proposals and solution diagrams
- Track sales activities, upgrades, downgrades, and cancellations in internal systems with a focus on data accuracy
- Ensure the highest standards of documentation quality, integrity, and attention to detail
- Assist clients with first-level support where necessary and guide them on escalation processes
- Contribute to knowledge sharing, teamwork, and supporting colleagues in the sales process

- Uphold professionalism, honesty, and integrity in all client and workplace interactions

** Please note Responsibilities may change based on evolving business requirements.*

Qualifications

- 5 – 8 years' experience in Sales & New Business Development
- 5 years' experience selling IT solutions or converged telecommunication services
- ISP experience (or similar) is essential
- 3 – 5 years' experience in solution selling
- Strong hunter mentality with proven superior closing skills

Required Skills & Competencies

Technical Knowledge

- Strong understanding of managed IT services (network management, cybersecurity, cloud) and telecommunications solutions

Sales Acumen

- Demonstrated track record of achieving and exceeding sales targets in IT/telecoms
- Experience using CRM tools (Salesforce or similar) to manage accounts and track performance

Communication & Negotiation

- Exceptional verbal, written, and presentation skills
- Strong negotiation skills with the ability to secure mutually beneficial agreements

Personal Attributes

- Self-motivated, proactive, and results driven
- Adaptable to evolving client and market demands
- Strong organizational and time management skills

Essential Skills

- Clear and persuasive communication
- Active listening to understand client needs
- Deep product and solution knowledge
- Strong relationship-building and customer service focus
- Effective time management to balance leads, meetings, and admin tasks

If you're a **high-performing sales professional** with the drive to build relationships and the expertise to deliver IT and telecoms solutions, we'd love to hear from you.