

JD – Service Business Development Manager

Job Specification

- Business Driver to build sustainable maintenance / contract run rate for the company.
- To work closely with Account Manager (AM) mapped to drive the maintenance business.
- To manage their customer's request on our services and to ensure that the AM knows how to position our services offering to all their customers. To create and monitor all services pipeline and to come out with the action plan on how to meet the target GP assigned.

Responsibilities

- Responsible for achieving quota assigned by working closely with the AM mapped
- To do Account planning with the Account Managers assigned & to ensure it is executed effectively
- To drive Net New Hardware & Software Maintenance
- To follow-up closely on all the maintenance renewals and to drive Renewal rate of 70%
- Work together with AM to liaise with legal on contract / agreement issues
- To prepare contract quotation, costing sheet, tender
- To follow-up & provide constant update for all pipeline created
- To provide 3 month Rolling Forecast on monthly basis
- Joint Customer Visitation with AM & presentation of Services Portfolio
- To monitor pipeline report & scoreboard constantly to ensure monthly, quarterly and yearly target are met
- As a single point of contact to work with our internal team to solve all customer's issues related to contract

Requirements

- Degree in Computer Science, Information System, or a related field.
- 3-5 years working experience as an Account Manager or Product Manager, Business Development or Services Sales
- Possess experience on working & implementing Go-To-Market plan
- Have good experience preparing proposals & pricing
- Possess good follow-up skills
- Possess good presentation skills
- Strong written and verbal communication skills.
- Good interpersonal skills, team player, highly motivated, well organized and result oriented.
- Able to work under minimum supervision
- Able to work late when there is a dateline to meet
- Candidate must be Malaysian citizen