

Automated Building and Energy Controls Limited

JOB DESCRIPTION

Technical Account Manager

- Full Time
- 40 hours per week

Department	Region	Office
Sales	South East/London	Wokingham

ABEC Background

- ABEC is a Building Management System (BMS) and energy management specialist carrying out new Installations & Projects, Maintenance and Smart Buildings services for M&E contractors, End Users and Facilities Management organisations.
- ABEC are a friendly, privately owned business with a turnover of c£7M with offices in Tewkesbury, London, Birmingham, and Wokingham consisting of over 53 staff and a network of sub contractors and suppliers with a plan to grow considerably over the next few years.

The Role

The company wishes to appoint a Technical Account Manager to join a Key Account Sales Team also consisting of an Account Manager. It is the Account Managers responsibility to sell maintenance services and the Technical Account Manager to sell projects. The 2 roles work support each other. The role is primarily London based but travel outside of this region may be required where the opportunities associated with the key account arise.

Both roles will take full responsibility for all sales with that key account. In addition, meetings and communications to develop relationships with the key account senior management, Head of Projects and Project Managers forms a large part of this role aiming to become the “go-to” person within their business for our specialist support.

Responsibilities

- Provide technical sales support for the allocated customer.
- Provide proactive external client consultancy services to FM contractors, Fit out contractors and end clients.
- Provide internal technical support of specialist fields to the special projects and support engineers.

- Undertake site surveys as needed to support the sales function
- Create clear specifications and costs within a solution sales approach, defined around the SMART approach; Scope, Measureable, Achievable, Realistic, and Time Bound.
- Achieving sales targets as part of a team.
- Ensure a thorough handover of sold solutions and projects to the operations team, clarifying all aspects of the SMART approach.
- Provide project review points and project input to the special projects operations teams where necessary to ensure clients full satisfaction and the prevention of any disconnect between sales consultancy (customer expectations) and the project delivery (outcome).
- Input through technical workshops for technical design and delivery standards with operations.
- Provide innovative solutions to clients and internal staff in respect of new/evolving solutions.
- To undertake any other duties as requested by senior staff within ABEC.

Liaise with

- Clients
- Sales Director
- Key Account Manager
- Operations Director
- Project Managers
- Special Projects Operational Teams
- Support Engineers
- Sub-Contractors
- Suppliers

Line Management

The line manager for this role is the Sales Director.

Relevant experience, skills & knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Minimum 6 years experience within the HVAC / BEMS controls industry, showing a variety of projects, maintenance and energy related roles. • Experience of design, engineering and delivering small, medium and large BEMS installations. • Ability to program the critical path and lead times associated with a small works BMS installation. • Advanced knowledge of HVAC fundamentals, CIBSE and BSRIA guides. • Demonstrable evidence of achieving sales targets within a similar role. 	<ul style="list-style-type: none"> • Minimum 10 years experience within the HVAC / BEMS controls industry, showing variance of projects, maintenance and energy related roles. • Demonstrable experience of delivering energy surveys and audits within the HVAC / BEMS field. • Advanced knowledge compliancy legislation, such as Part L, and European Standard EN15232.

<ul style="list-style-type: none"> • Demonstrable evidence of creating specifications, and establishing lines of demarcation within scope. • Progressive attitude toward new technologies, but coupled with a cautious approach to mitigate risks so as to deliver robust solutions. • IT, Electrical and Mechanical knowledge of a highly competent level, demonstrable through experience or qualification. 	
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Relevant qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Educated to A level. • Suitable qualification to demonstrate electrical competency around the electro-technical aspects of control panels, LV and ELV installations associated with our industry (such as C&G 2391, 2356 or NVQ Level 3 Electrical Qualification) • Trend Expert level qualification. • HVAC application qualifications. • BEMS product course certifications (hardware and software) from Trend Control Systems. • Product course certifications for integration products and protocol exchange software such as M-Bus, Modbus, BACnet, OPC, IP, RS485, MSTP etc. 	<ul style="list-style-type: none"> • Educated to Degree Level within mechanical, electrical, building services or a controls field. • Qualification is Energy Auditing, such as TMOL. • Additional BEMS Product knowledge and certifications (other than Trend Control Systems), such as Honeywell Centraline, Cylon, Siemens. • Product course certifications for Tridium AX hardware and software. • CITB / SSSTS H&S accreditation or IOSH equivalent • ECS CSCS accreditation.

Communications and interpersonal skills

Essential	Desirable
<ul style="list-style-type: none"> • Exemplary written & verbal communication skills • Accuracy and attention to detail • Proactive attitude • Comfortable working as part of a team • Demonstrable commitment to quality • High customer focus 	<ul style="list-style-type: none"> • Active member of CIBSE and / or other associated governance schemes.

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| <ul style="list-style-type: none">• Ability to self-manage workloads to meet deadlines. | |
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Benefits

- Salary of £45,000 to £55,000 per annum dependant on experience and qualifications.
- 25 days holiday
- Sales Bonus Scheme.
- Contributory pension (3% employer contribution)
- Private health and life assurance cover (3x salary) after 12 months
- Company car or cash allowance (£4,800 per annum)
- Mobile phone, laptop etc