

# JOB DESCRIPTION

Position Title:	Managed Print Services Business Development Manager		
Department:	Managed Print Services - Northern Division	Date	July 2016
Location:	Leeds Office		
Reporting To:	MPS-North Regional Manager		

## ABOUT DTP GROUP

DTP Group is a successful £40m revenue IT Solutions, Service and Infrastructure provider based in Leeds, with regional offices in Newbury, Manchester and Central London. The company serves a growing national client base in partnership with Hewlett Packard Enterprise, for whom DTP is a dedicated top tier partner. Over sixty percent of DTP business comes from the University sector, which DTP has served since its foundation in 1987. Outside of the Education sector, DTP's client base includes some of the UK's leading businesses as well as other Public Sector organisations.

DTP has a divisional structure with each division focusing on specific areas of technology; this includes Client Devices, Managed Print Services and an Enterprise division focused on storage, networking, server and Cloud. Our sister company Solutionpath covers Big Data and Predictive Analytics and is a world leader in the area of Student Analytics working across the UK, EMEA, USA and Australia.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of race, sex, disability, religion/belief, sexual orientation or age.

## ROLE OVERVIEW

We see Business Development and Account Management at DTP as being all about relationships - enhancing and expanding existing relationships with clients and prospects, as well as HP, and this role is no exception. We are looking for an experienced individual to join our MPS North Sales team to work with colleagues and HP to identify and acquire new business across the Northern Region, as well as manage and grow existing client relationships and accounts where one of the other DTP Divisions may be successful, but our MPS business has not yet been.

The role will not focus on any specific vertical, but on the region, working with colleagues in marketing, sales management, and our professional services teams, as well as HP, to identify opportunities, position DTP (and HP) within these, and work these through to a positive conclusion.

## KEY TASKS

The MPS Sales team is primarily tasked with:-

- Establishing relationships and an understanding of the business requirements of their assigned customers and targets clients, whether new business or increasing DTP share of wallet into an existing DTP client
- Man marking allocated HP FSR and ISR's to ensure DTP has maximum mindshare with those individuals
- Maintaining contact details and weekly sales funnel as required by the company and HP
- Creating and processing opportunities, enquiries and sales orders from their customers
- Monitoring the progress of the order to ship time-scales and alerting where necessary
- Maintaining regular telephone contact on a proactive basis with their assigned customers and prospects
- Producing / assisting with the preparation of Tenders Quotations etc. as required
- Maintaining accreditation levels with HP in terms of MPS sales and associated technologies.

## DESIRED SKILLS AND ABILITIES

### **Desired skills / experience:**

The applicant will have previous experience of working in an external sales role, preferably within the MPS or print related solutions area.

### **Key knowledge required:**

- Office practice and management
- General PC skills (Office tools etc)
- Product knowledge of HP (and/or Xerox) printers, MFD's and peripherals
- Pull Print and Document Management Solution exposure/expertise
- Managed Print Services Industry knowledge
- Sales skills – Financial, Managed Services and Copier/Print Solutions
- Business fundamentals and the ability to research clients/prospects

**Personal attributes:**

- Excellent interpersonal skills
- Good telephone manner and communications skills
- Well organised
- Time Management Skills
- Ability to work independently whilst remaining a team player
- Honesty
- Assertiveness
- Target focused and motivated to over achieve

**Additional attributes:**

- Punctuality
- Initiative
- Enthusiasm
- Smart appearance
- Knowledge and usage of social media
- Networking skills understanding of multi-tiered client relationships

## RELATIONSHIPS

Reporting to the MPS-North Regional Manager, the candidate must be able to communicate well both internally and externally and have the ability to drive through actions with colleagues, suppliers and clients, working strategically as well as tactically as required.

- Account Managers – Internal and external
- DTP Technical departments
- DTP order processing and customer services/billing teams
- Customer base
- DTP Partners (External)