

Australia Jobs Expertini®

Client Service and Project Delivery Specialist

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Company: Appetency Recruitment

Location: Australia

Category: office-and-administrative-support

Job Description

Leading National I.T. & Telco Company

Fantastic Work Environment – Eastern Suburbs

Expanding organisation – great career – client facing service delivery enablement role

Our client is a renowned and leading IT & Telco Company. They are among the largest fully Accredited Telstra Premium Dealers in Australia. Their range of products and services vary from ICT Infrastructure, Telephone systems, Corporate Mobiles, Voice and Data Services.

About the role

The successful candidate will have highly effective communication and organisation skill. They will be responsible for coordinating internal and external stakeholders to successfully deliver a range of solutions for business customers across a wide range of industries. We are searching for someone with the ability to troubleshoot and manage multiple deadlines and priorities while being committed to customer excellence.

To be successful in this role you will need to

Great communication skills and very structured in your approach

Empathy and ability to listen to customer and understand the business criticality of your job for our client

Accountability – ability to take accountability & deliver customer satisfying results

Role and Responsibilities

Coordination and delivery of ICT solutions.

Identifying customer needs.

Handling complaints and escalations.

Working in a KPI-driven environment.

Troubleshooting and solving a variety of scenarios.

Supporting our Business Technology Advisers and Account Managers.

Developing capability and technology knowledge of Telstra business products and services.

Skills and experience

A passion for business technology solutions.

Excellent presentation, communication, and organisational skills.

Customer-centric who always puts the customer first.

Experience in a KPI-driven environment.

Self-motivated and a team player.

Strong systems and IT skills.

Deadline orientated.

Passion for learning and using new technologies

What is on offer:

Base Salary + super

Permanent position

Excellent client engagement role

Supportive team culture where we combine big brand capability with small business passion and creativity.

Access to sales capability programs, technology accreditation and ongoing career development and training.

Dealing with clients across a wide range of industries

Market-leading product and service offering for business customers.

Attractive reward and recognition program

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