

Zantek Information Technology is a locally owned and established Managed Services Provider (MSP) serving small and medium-sized businesses across Canada. For more than 25 years, we have helped organizations leverage technology to improve productivity, strengthen security, and achieve meaningful business growth.

As trusted advisors in an ever-evolving technology landscape, we are committed to delivering exceptional service, innovative solutions, and long-term value to our clients.

We are growing and looking to add a motivated sales representative to our team. This is an excellent opportunity for someone who is ambitious, result-driven, and passionate about building relationships. If you enjoy technology and are eager to develop your career in a fast-paced industry, we'd love to hear from you.

### Role Summary

Reporting to the Sales Manager, the Account Manager is responsible for executing day-to-day in-bound sales activities, with the primary focus on software renewals, product & service quoting, partner coordination, and CRM management.

This position plays a critical role in building customer relationships, maintaining existing revenue streams, improving operational efficiency, and enabling the organization to grow.

### Key Responsibilities

#### Account Management & Renewals

- Build trust with customers by being responsive and effective.
- Manage renewals for products and services including hardware, software, and warranties.
- Process inbound sales opportunities coordinating with the technical and finance teams.

#### Sales Operations & CRM Management

- Create, maintain, and manage sales opportunities within PSA/CRM systems.
- Ensure accurate tracking of opportunity stages, activities, and notes.
- Generate and analyze reports related to renewals and opportunities.

#### Quoting & Procurement Support

- Prepare quotes for standard IT products (laptops, desktops, servers etc.).
- Coordinate with distributors on pricing and availability.
- Lead the development of project-related proposals containing products and services.

#### Vendor & Partner Coordination

- Serve as a liaison between the company and key vendors/partners.
- Manage and maintain preferred pricing programs.
- Become proficient at navigating vendor portals.

## Licensing & Administrative Sales Support

- Process software licensing changes and additions (e.g., Microsoft 365).
- Ensure documentation, contracts, and records are complete and up to date.

## **What you bring:**

### Qualifications

#### Education & Experience

- Post-secondary education in business, sales & marketing, or a related field.
- 1-3 years of customer-facing experience.
- Experience in technical related account management or a sales-related role.
- CRM and/or PSA experience.
- Familiarity with vendor/distributor ecosystems (Dell, Lenovo, Microsoft, etc.).
- Exposure to quoting, procurement, and order processes.

### Skills & Competencies

#### Operational & Technical

- Strong organizational skills with ability to manage multiple concurrent tasks and deadlines.
- High attention to detail, particularly with pricing, contracts, and CRM data accuracy.
- Ability to learn and navigate multiple systems (CRM, PSA, vendor portals, licensing platforms).
- Basic understanding of IT products, services, and licensing models (or ability to learn quickly).

#### Communication & Coordination

- Professional verbal and written communication skills.
- Ability to collaborate effectively with internal stakeholders and external vendors.
- Professional customer service mindset when interacting with clients and partners.

#### Sales & Business Support

- Ability to support sales processes and maintain pipeline data integrity.
- Understanding of sales workflows and opportunity lifecycle management.
- Proactive approach to identifying gaps, follow-ups, and next steps.

#### Analytical & Process-Oriented

- Ability to follow structured processes and contribute to process improvement.
- Comfortable working with metrics, reports, and data tracking.
- Detail-oriented with strong problem-solving capabilities.

### **Why join Zantek?**

- Competitive salary with bonus remunerations for hitting sales targets.
- Supportive culture with strong team-oriented values.
- Training and coaching from top performing industry experts.
- Ongoing training and career development opportunities.
- Exposure to multiple areas of sales, customer management, and business.

\$52,000 - \$58,000 base plus performance-based compensation

\$62,000 – \$72,000 expected first year earnings