



# CAREERS

## JOB TITLE: SALES SUPPORT SPECIALIST

Alpha Technologies, Inc. is one of the leading companies in the technology industry in WV and beyond. We are hiring a talented Inside Sales Support professional to join our team. This role will be responsible for administrative duties to support the Sales Team members with a variety of day-to-day tasks including, but not limited to, quote generation, order entry, order management, deal registrations, client advocacy, reporting/forecasting, etc. If you're excited to be part of a winning team, Alpha Technologies is a great place to grow your career!

### ESSENTIAL FUNCTIONS:

Work with account managers to create and implement targeted sales strategies.

Assist account manager with client follow up, meeting scheduling, miscellaneous communications as needed.

Assist account manager with the following tasks:

Work with distribution and manufacturing partners to obtain best pricing and solutions for quotes and bid responses

Submit deal registrations

Client quote generation

Client order entry/processing

Order Management (ie. Fulfillment, shipment and delivery status', etc.)

Provide customer service by staying on top of pending orders and customer requests

Help troubleshoot problems with customer orders, customer accounts and other related issues

Client follow up, meeting scheduling, miscellaneous communications as needed.

Proactively calling existing and prospective clients to set-up meetings for the Sales Team.

Provide the sales team with data reports and sales guides, as needed

Monitor sales performance through sales tracking tools and report progress to sales representatives/account managers

Keep up with new product sales launches and make sure the sales team is up to date.

### QUALIFICATIONS FOR INSIDE SALES SUPPORT:

#### EDUCATION / EXPERIENCE:

#### MINIMUM:

High school diploma or GED.

Proficient in computer software systems including MS Office and MS Excel

Excellent motivational skills and works well with a team but is able to work independently as well

Strong communication and interpersonal skills with a dedication to customer satisfaction while maintaining a positive attitude.



Excellent time management, organizational skills and the ability to multitask and prioritize  
Knowledge of sales practices and the most efficient customer service techniques  
Ability to interpret sales metrics and perform data entry  
Ability to pay strong attention to detail  
Familiar with Customer Relationship Management tools and reporting (CRM Tools)

#### **DESIRED:**

Preferred Associate or Bachelor's degree in Business, Marketing, Information Technology, or related field(s)  
Familiarity with ConnectWise, O365, Microsoft Teams, WebEx Teams, Zoom, etc.  
Technology Sales and/or Technician Support experience.

#### **PERSONAL CHARACTERISTICS:**

Must be self-directed to accomplish goals but function as part of a team; willingness to interact/work with people of diverse cultures, races, and/or nationalities.

#### **OTHER FACTORS:**

Must have the ability to pass a criminal background check and pre-employment drug screening.



**A TEAM ABOVE ALL.  
ABOVE ALL A TEAM.**



pioneering  
managed network  
services

**300+**  
enterprise  
customers

**24**  
countries  
serviced

**EXP Staff**  
20+ vendor certifications

**95%**  
customer retention  
rate

**24/7**  
NOC

80,000  
Square Foot "World Class"  
Data Center

**94% Resolution**  
World Class Service Desk

**3 Major**  
Compliance Certifications  
HIPAA/SOC/PCI