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<b>Job Title:</b>	<b>Jr Sales Support Specialist</b>
<b>Job Description:</b>	We are looking for a Junior Sales Support Specialist who will provide accurate and timely sales administration support our Citrix sales team.
<b>Specific responsibilities:</b>	<ul style="list-style-type: none"><li>- Promote Citrix value proposition.</li><li>- New business support for our internal/external Sales Team (including partner and client calls).</li><li>- Assist the Sales teams with deal preparation including pricing and customer contract detail and Account profiling.</li><li>- Assists with the sales exception process.</li><li>- Support customers with Citrix license Agreements and work with Citrix contract team to ensure they are set up correctly in our system to allow for purchase.</li><li>- Account Management for existing end users: work with customers on license transfers, conversion requests, trade up reports, correct any licensing issues, merge records, customer requests and issues, track status and keeping relevant parties updated.</li><li>- Resolves or coordinates appropriate responses to customers, partners and Citrix teams independently involves/raises independently to other teams for more complex issues.</li><li>- Utilising Salesforce to assist the Sales team with all opportunities, track all sales stages of the opportunities, and update customer information</li><li>- Order Issues/management, working with customer/Sales team and Order Services to ensure order is booked and assets delivered to the client</li><li>- Provides specific reports to Citrix sales and management</li><li>- Conducts User Acceptance Testing (UATs) for new tools and processes</li></ul>

	<ul style="list-style-type: none"> <li>- Prepares and places demo appliance orders, tracks demo progress, organizes return, requests RMA</li> <li>- Delivers ad hoc trainings on Systems and Tools</li> <li>- Assists customers on all queries regarding the license portal system</li> </ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>- Ability to effectively engage internally with Citrix teams and externally with our partner community and resolve issues independently</li> <li>- Build relationships with Citrix team members and partner employees in various functions, being capable to work effectively within a virtual team, ensuring that all information is communicated completely and in a timely manner, and that the appropriate tools are used</li> <li>- Proven problem-solving skills, including making sound decisions within established guidelines</li> <li>- Excellent written and oral communication skills</li> <li>- Exceptional detail-orientation and follow-through skills</li> <li>- Strong sense of urgency and deadline-orientation</li> <li>- Strong technology skills, including proficiency with MS Office applications (ability to manipulate data in Excel) as well as with CRM and ERP systems</li> <li>- Ability to utilise channel partners, Citrix sales and channel representatives to close deals</li> <li>- Understanding of the basic IT problems that Citrix products solve</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>- University degree, ideally in a business-related field of study.</li> <li>- Previous sales support, or indirect sales experience would be helpful but not essential.</li> <li>- Previous experience in a high-tech environment desirable.</li> <li>- Ability to independently resolve issues involving partner resources and Citrix employees in various functions and at different levels.</li> <li>- Customer Service focused with strong attention to detail.</li> <li>- Ability to manage multiple priorities.</li> <li>- Excellent communication skills both verbal and written.</li> <li>- Knowledge of Citrix products and services preferable but not essential.</li> <li>- Highly proficient in all Microsoft packages.</li> <li>-</li> </ul>