

Job Description – SMARTnet Sales and Support

Title: SMARTnet Sales & Support Representative	
Division/Manager: Presales	Location: All Areas

Detailed Description

As a SMARTnet Sales and Support Representative your primary role is to support customers by managing Netsync's customers' contracts, creating SMARTnet quotes, providing documentation for SMARTnet orders and work with Account Managers, Inside Sales, and Purchasing on a variety of SMARTnet requests. This position works closely with various teams, account managers and inside sales associates to promote and develop the Cisco branded maintenance service practice with the goal of increasing both initial attach rate and renewal rate. The SMARTnet Sales and Support Representative will also interface between Netsync and Cisco for the maintenance contracts practice.

Roles and Responsibilities:

- Working with Account Managers to address customer requests
- Manage the sales and renewals of Cisco maintenance service contracts
- Work as an interface and subject matter expert between Netsync and Cisco for the maintenance contracts practice
- Work with the various Netsync teams, account managers and inside sales associates to promote and develop the Cisco branded maintenance service practice with the goal of increasing both initial attach rate and renewal rate.
- Proactively manage customer renewals by creating quotes, and notifying the customer of an upcoming expiration.
- Work closely with the customer to architect a maintenance plan that works for their individual needs.
- Provide customer service to Netsync customers by resolving contract issues and streamlining customer renewal experience.
- Work closely with Cisco to leverage promotions, and incentives to be as competitive as possible.
- Maintain and reconcile inventory of client's Cisco equipment and proactively manage this process per the needs of each customer.

Additional Duties:

- Learn additional vendors' renewal processes to add to our portfolio

Skills and Experience:



- Multitasking and attention to detail are required
- Strong time-management and organization
- Strong ability to start work independently but also work together with a team
- Strong knowledge of Excel and MS Office are required
- 3+ years of Cisco SMARTnet or renewals experience

Minimum Qualifications/Technical and Education Requirements:

- 3+ years of Cisco SMARTnet or renewals experience

A large, light grey 3D-rendered sphere is positioned above a matching light grey cylinder. A horizontal line is drawn across the middle of the sphere. Below this line, the text "Employee Signature" is centered on the left side, and "Date" is centered on the right side.