



### Apply here

#### Start date

Flexible within the next three months

#### Duration

6 months

#### Languages

Good spoken and written English levels are required (B2 onwards)

#### Location

##### Chippenham, England

Dating back to the 7th Century, the historical market town of Chippenham is one of the West Country's most vibrant towns with a good night life and plenty of places to eat. The surrounding area has beautiful stone-built villages, many of which have been used as locations in the making of films such as Harry Potter, The Wolfman, Warhorse and Stardust.

Chippenham is on the mainline rail route from London Paddington to the West Country and just 10 minutes by train to Bath, making it an ideal location to explore the South and South West of England. You will never be short of things to do!

#### Are you eligible?

Are you a registered student?

Or

Are you eligible to participate in the Erasmus+ programme?

#### Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

## Role

This is an exciting opportunity for a super organised individual with a background in Business Administration to gain an all-round business and customer service experience with this expanding company in the IT services industry. Mentored throughout, you will assist in supporting the Sales Team with their daily administration duties. Given early responsibility you will be a confident, enthusiastic person who can adapt quickly to a fast-paced business. For the selected individual this will be a fulfilling learning and work experience.

## Tasks

- Manage routine sales with clients; discuss their hardware and renewal needs, manage their quote expectations
- Create and issue quotes to clients, follow up and close
- Liaising with IT vendors via email and telephone to get pricing, availability and place orders
- Update the IT systems as necessary on an ongoing basis
- Monitor forthcoming client accounts that are reaching their expiry date and action as required
- Update and audit agreement additions in preparation for monthly invoice production
- Manage and allocate multiple service tickets at any one time based on priority
- Ensure maximum utilisation of the helpdesk to track and meet all customer Service Level Agreements (SLAs)
- Proactively manage tickets to ensure all promises are met between engineer and clients
- Dispatch engineers for onsite work if required
- Escalate tickets appropriately to Service Director or Team Lead and when required.

## Desired Skills

- Excellent communication and customer service skills
- A basic level of commercial understanding and the ability to influence and close basic sales
- Ability to multitask and adapt to changes quickly
- Some basic IT technical awareness and the ability to match tickets appropriately with an engineer
- IT literate to be able to quickly get to grips with our systems
- Well organised, with a high level of attention to detail and comfortable following process.

## The Host Company

Our host is an award-winning independent IT Support, security and Cloud Integration business supporting small and medium-size enterprises. Based in Chippenham and Bristol their client base spans the surrounding areas and a wide range of sectors. Led by experienced IT professionals, they are the human face of IT and don't speak jargon. They have a deep understanding of technology and have developed a proven suite of IT managed service solutions for many businesses.