

Seit der Gründung im Jahr 1988 hat sich BECON von einem Unternehmen, das sich frühzeitig auf IT-Dienstleistungen spezialisierte, zu einem Komplettanbieter für Lösungen und Dienstleistungen der Informations- und Kommunikationstechnologie etabliert. BECON agiert als modernes Unternehmen und liefert Großunternehmen und Unternehmen im Mittelstand maßgeschneiderte ITK-Lösungen und unterstützt diese dabei sich auf ihr Kerngeschäft zu konzentrieren.

Wir suchen für den Einsatz bei einem unserer Kunden

### ***Branch Sales Consultant (m/f) in Commercial and Complaint***

<b>Branche:</b>	IT
<b>Einsatzbeginn:</b>	01.12.2011
<b>Dauer:</b>	1 Jahr +
<b>Einsatzort:</b>	München
<b>Aufgaben:</b>	<ul style="list-style-type: none"><li>- Advise the customer of IT Services that fit the customer's needs, in close collaboration with the local IT Services Head of Branch, being jointly responsible for the customer relationship on the operational level</li><li>- Fulfill the complete sales process (demand management, creation and presentation of offerings) in close collaboration with the local IT Services Head of Branch and all affected IT units</li><li>- Support and advise the local IT Services Head of Branch in planning, forecasting and implementing customer and transformation projects as well as for new business opportunities in general</li><li>- Initiate the technical pre-sales processes and support solution delivery</li><li>- Perform customer satisfactions surveys in the context of after-sales processes</li><li>- Central contact point for demand, offering, invoicing and billing related topics for the branch</li><li>- Responsible for forecast, true-up, base lining and planning of local and central revenues</li><li>- Responsible for the accuracy of a billing related data in SIMA, sales force, AppSS &amp; Faktura as well as in SAP and Excel for local charging</li><li>- Regular monitoring, tracking and reporting of financial data like project and service volumes of the IT Services branch</li><li>- Support continuous optimization of the demand, ordering, invoicing and charging processes</li></ul>

**Voraussetzung:**

- University degree in computer sciences, business informatics or business administration with IT focus, or comparable education and knowledge
- Broad know-how of IT Services IT infrastructure services and servicing and invoicing mechanisms
- Proven experience in the described job definition, preferably based on previous personal responsibility in a shared service environment
- Proven experience in relationship management, including the development and fostering of customer relations
- Good presentation skills and self-organization
- Highly motivated to cooperate and communicate within the team and senior customers
- Experience in working in a multi-cultural and diverse environment
- International mobility
- Professional and self-confident appearance
- Fluency in English

Optional:

- Knowledge of IT application services, general application development methods, standards and governance models, such as CMMI-DEV, ITIL, etc.
- IT project management expertise
- Fluency in any other european language

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Wenn Sie sich mit dieser Ausschreibung identifizieren können, dann freuen wir uns auf Ihre aussagekräftige Bewerbung, die Ihre persönlichen Angaben, Ihren Lebenslauf, Ihre Gehaltsvorstellungen sowie Ihre relevanten Zeugnisse enthält. Bitte bewerben Sie sich per E-Mail unter:

[karriere@becon.de](mailto:karriere@becon.de)

Falls Sie Fragen zu diesem Stellenangebot haben, wenden Sie sich bitte an:

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