



IT Development Technician Job Description

Position Overview

We are looking for a motivated IT Development Technician to establish a role, which is crucial for our growth strategy, focusing on engaging with customers, building rapport and establishing robust business relationships. The successful candidate will play a key role in our mission to provide exceptional product and (e-)service solutions to businesses and domestic customers, helping them to efficiently meet their operational e-needs. The IT Development Technician is expected to execute (plan, oversee and expand - to cover for management from time-to-time), the development of IT sales opportunities (incorporating our 'Partnered' e-services) and embark on building websites. You will be responsible for the success of the business through the acquisition of negotiating support with new and existing clients to maintain satisfactory relationships. The IT Development Technician responsibilities include collaborating closely with the IT Development Manager to craft tailored solutions that drive client satisfaction and revenue. As the IT Development Technician, you will leverage your sales and relationship-building skills to identify, pursue, and close opportunities that align with the e-service offerings. This role requires excellent communication skills, a strong understanding of web development (Wordpress/WooCommerce) and IT technology services, and a proven track record of meeting and exceeding web project targets. Many companies require their IT Development Manager candidates to have a bachelor's degree, and earning one is often a good first step in pursuing this career. Candidates with a degree are encouraged to apply for this position as it is desirable. However, iTech-Co does not have a strict major requirement for this, as extensive experience and skills will be respected. The job is hybrid and can be worked from the process facility but may sometimes be worked from home. The job would be suitable for someone who is reliable, can communicate technically and clearly, can take instruction, has strong people skills and is knowledgeable in IT.

About Our Organisation

We are a small product and (e-)service supplies company, where we, iT-Co and iTech-Co, is the ultimate destination for professional e-Shop design and web hosting services, e-waste recycling services and the finest refurbished tech. We trade online throughout the UK via our website(s):

<https://it-co.org> and <https://apps.it-co.org> and <https://itech-co.org>.

We specialise in creating seamless and efficient online shops tailored to customers' needs by providing innovative solutions, user-friendly interfaces,



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and expert reliable support. iT-Co does all the work to elevate the customers online presence. We also specialise in creating seamless and efficient e-waste solutions tailored to both B2B and B2C needs by providing the recycling of unwanted end-of-life electronic waste and shredding it for its raw materials to sell as scrap. Though, first the best electronic equipment is separated for refurbishment, then we re-sell it as the finest used tech. We offer sustainable e-waste recycling services on a one-time or recurring basis. We can offer tailor-made programs to fit customers' needs, large and small. The process is simple: customers schedule an e-waste pickup then an operator comes by to pick up the equipment, and we haul it away to a recycling facility where we sort, repair & reuse the equipment (if possible) or permanently dispose of the equipment by recycling it.

As a 'people first' business, we take the time to listen, understand what customers want from our products and (e-)services, and provide the support they need. Our focus is on meeting Customer needs and operating in a way that enables Staff to take pride in the business, making Customers happy to interact and buy from us. We strive to maintain constructive relationships with our customers and empower our Staff to personalise each e-Shop Design, each e-waste collection service and each tech refurbish, to work in harmony with Customers requirements and maximize quality workmanship by encouraging individual ownership and focusing on Customer Care. A continual improvement policy in the quality of work and services is practiced by management and is designed to meet the needs and expectations of our Staff. The commitment of the Company is total to establishing and maintaining a working environment, which is fair, professional, and deemed to meet or exceed the requirements of its Staff. It is a Policy of the Company that all employees shall have a full commitment to their employment with the Company and that they shall only produce work of the highest standard of quality. Hence, the Company acknowledges that training and commitment are essential requirements for the continued success of the Company.

IT Development Technician Job Responsibilities

Below is a comprehensive list of the 'key' job responsibilities so candidates have a clear picture of the day-to-day work and can determine if they have the right skills and wish to apply.

- ✚ Adhere to schedules, plans, and policies, to maintain safe staff procedures and customer service standards.



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- ✚ Accomplish staff objectives.
- ✚ Identify and develop new business opportunities within the target market to achieve sales and revenue goals.
- ✚ Build and maintain a robust sales pipeline by proactively identifying and qualifying potential clients through various channels, including cold calling, networking, and referrals.
- ✚ Conduct thorough market research to stay updated on industry trends, competitors, and customer needs, and use this knowledge to effectively position the company's services.
- ✚ Manage Sales Pipeline tracking progress at various stages of the sales cycle and providing regular updates to management.
- ✚ Implement effective sales strategies to drive business growth.
- ✚ Collaborate closely with the technical team to ensure accurate scoping and delivery of services that meet client requirements and expectations.
- ✚ Sustain rapport with key accounts by engaging with potential clients where necessary through an initiative-taking outreach.
- ✚ Negotiate pricing, terms, and conditions with clients to maximise profitability while maintaining customer satisfaction.
- ✚ Maintain accurate and up-to-date records of sales activities, opportunities, and client interactions.
- ✚ Stay abreast of and collect, analyse, and summarise data industry trends, emerging technologies, and best practices in managed services to maintain a competitive edge.
- ✚ Respond to faults reported. Identify the source of website concerns, test solutions, and evaluate data to choose the best course of action.



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- ✚ Understand and assess the needs of each business, recommending products and (e-)services from our offering(s) that best meets their requirements.
- ✚ Collaborate closely with clients, colleagues, other engineers, and management to ensure a seamless client experience from initial contact through to ongoing service/product delivery.
- ✚ Communicate with sales & marketing teams and other business units to build relationships.

Key Requirements

- ✚ The desired candidate will have previous IT, web development and customer service experience and be able to work remotely on his/her own initiative, be target-driven.
- ✚ Proven experience in business development within an IT managed services provider industry.
- ✚ Outstanding negotiation and persuasion skills, with a keen eye for identifying and maximising sales opportunities.
- ✚ Expertise in identifying client needs and proposing tailored solutions.
- ✚ Strong knowledge of managed services, cloud computing, cybersecurity, Microsoft 365 and other technology solutions.
- ✚ Excellent communication and interpersonal skills being able to listen.
- ✚ The ability to analytically think, assess data and facts to solve technological problems.
- ✚ Exceptional presentation and negotiation skills, with the ability to articulate complex technical concepts in a clear and concise manner.
- ✚ A collaborative team player with a customer-focused mindset and a passion for delivering exceptional service.
- ✚ Technical knowledge of computer software and operating systems.



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- ✚ The ability to problem-solve and fix online IT issues.
- ✚ The ability to explain web development and IT concepts to others.
- ✚ Organisational skills and the ability to manage multiple tasks efficiently.
- ✚ A driven, results-oriented approach, with a commitment to achieving goals.
- ✚ Carry out technically complex tasks on a computer using applications.
- ✚ Confident and capable of making outbound calls with follow up e-mails.
- ✚ Good knowledge of English spoken and written.

Skills Favoured

The qualifications for this role are often based on practicality and skills, and an understanding of IT and Web Development processes. Certain subjects and skills can be beneficial, such as:

- ✚ English Language: Effective communication skills, including reading and understanding instructions and safety guidelines.
- ✚ Knowledge of Windows, Apple, Android and Linux, and etc platforms and how to diagnose and repair software and operating system faults.
- ✚ Knowledge of public safety and security.
- ✚ Product and (e-)service knowledge.
- ✚ Communication skills.
- ✚ Organisation and time-management skills.
- ✚ Problem-solving skills.



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What's on Offer - Benefits

- ✚ A full-time role consisting of 35 hours per week:
 - 9am - 1pm & 2pm - 5pm Mon - Fri.
 - Flexi-hours some weeks are acceptable.

- ✚ Paid per hour - Rate to be discussed at interview.

- ✚ 28 days Holiday per year.

- ✚ Annual performance-based incentive bonus below:
 - 2.5% of Gross Salary (paid every July - less Tax & NI).

- ✚ Company Pension (after 4 months qualifying period).

- ✚ Opportunities for professional development and career advancement as the company grows.

- ✚ Company events.

A Basic DBS Check is Required for this Role

The applicant may apply directly to DBS (if they work in England or Wales) or Disclosure Scotland (if they work in Scotland). Alternatively, iTech-Co will carry out the check through a Responsible Organisation on behalf of the applicant, provided he/she gives us consent to do so.

How to Apply

If you are passionate about driving success through innovative strategies and possess the required skills, we encourage you to apply for this exciting opportunity.