

LYON is a managed IT services provider to the creative sector based in Old Street and currently serves over 5000 users and 100+ companies based over in 15 countries. We are a dynamic and fast-growing company that truly values and is reliant upon our people, our culture and our commitment to excellence.

An opportunity has arisen for a Senior Client Success Manager to join the team in our London office, providing unparalleled service excellence to our clients across the UK and internationally.

As an Account Manager, you will be working closely with our clients to provide strategic guidance and to expand the dialogue beyond infrastructure and support in line with the expanding portfolio of consultancy and business application services offered by LYON.

The key purpose of the role is to clearly articulate Lyon Managed Technology proposition: to meet the ongoing technology service and transformation needs of our customers. To support them to navigate the rapidly changing technology landscape, integrate new services and capabilities which underpin organisational improvement and to enable them to operate dynamically and efficiently, through applications of their choosing from any device, anywhere, at any time

**This role would require you to;**

This role would be ideal for an ambitious and experienced Client Success Manager within the IT Managed Services sector who is seeking a new and exciting challenge within a forward leaning technology company and is willing to participate in an exciting journey.

You will have proven experience of achieving a financial target and be able to confidently present value-based IT solutions to an existing and new customer base.

The successful candidate will have the following skills, experience and attributes:

- A passion for technology and how it can empower ambitious organisations to succeed
- Demonstrable experience in an Account Management or Business Development position within the IT or Technology sectors
- A consultative sales methodology
- A proven track record of meeting and exceeding target
- A team player with the proven ability to get the best out of colleagues and ability to motivate a virtual team
- The ability to develop relationships with both operational and business decision maker contacts
- A clear understanding of business requirements and the ability to translate these into IT solutions
- Commercial skills including negotiation, development of business case and demonstrate ROI
- Natural problem-solving skills
- Confidence in front of clients including strategy meetings, service review meetings, project meetings
- An ability to embrace and manage change in a dynamic and fast-growing organisation

**Your role would involve;**

- Confidence in front of clients including strategy meetings, service review meetings, project meetings
- Take ownership/management of a sales target
- Retention, growth and profitability of your client portfolio
- Responsibility for the timely delivery of high-quality client proposals and continual strategy roadmap review, and leading the scoping and estimation of projects working with technical specialists
- Responsibility for maintaining an accurate opportunity pipeline
- Responsibility for maintaining up to date account plans and whitespace analysis

- Ensure the timely delivery of high-quality client proposals
- Act as a key stakeholder in commercial sign off
- Be a contributor to the Account Management processes and policies
- Remaining current with key industry advancements and important news, and able to adapt to the fast rate of change in the technology space

**The Package**

- Working hours will be 40 hours a week during standard business hours (Monday – Friday, between 9am – 6pm UK time)
- Offices located in London (Old Street)
- Package dependent on experience
- 22 days' annual leave - increasing up to 25 days over the first 3 years of service.
- Monthly team events out of the office.
- Continual professional development plans
- Loads of social activities!

Good luck and please bear in mind we receive a very high number of applications; we will endeavour to get back to all applicants, however, we thank you for understanding this is not always possible for unsuccessful applicants.