



## **Job Description Sales Executive**

**Type:** Permanent

**Location:** Reading

**Salary:** dependent on experience, plus commission and benefits

We are looking for a Sales Executive with a strong track record in IT Service Management (ITSM) solution sales. This is a great opportunity to join a global leader in IT Service Management and play a key role in expanding our presence across the ITSM landscape.

This is a hybrid role with an equal focus on new business development and account management. You will be responsible for winning new clients, developing a strong personal pipeline, and growing existing customer relationships by understanding client challenges and positioning our solutions as a trusted extension of their IT operations.

The successful candidate will combine proactive business development with strong account management skills, working closely with internal delivery teams to drive successful client outcomes and identify further growth opportunities.

### **Duties and Responsibilities**

#### **New Business Development:**

- Drive new logo acquisition through outbound prospecting, targeted campaigns, networking, and partner engagement
- Identify and engage decision-makers across IT, Operations, and Service Management
- Build and manage a qualified sales pipeline
- Own the sales cycle from initial engagement through to close and handover

#### **Account Management:**

- Develop and grow existing customer relationships, identifying upsell and cross-sell opportunities
- Act as a trusted advisor to clients on their ITSM improvement journey
- Maintain regular account reviews and support long-term customer success
- Work closely with delivery teams to ensure successful execution and identify further opportunities

#### **Additional Responsibilities:**

- Forecast against sales targets, submit monthly progress reports, and ensure CRM data is accurate and up to date
- Use market and competitor insight to strengthen the company's value proposition and differentiation
- Build relationships with senior stakeholders, including C-level executives, across enterprise organisations

### **Experience and Skills required**

- Proven track record of ITSM solution sales
- Successful track record of at least 3 years B2B sales experience
- Demonstrable success in both new business acquisition and account development
- Excellent commercial and relationship negotiation skills and business acumen
- Credibility and confidence to engage effectively with senior stakeholders, including C-level executives
- Self-motivated, results-driven and accountable
- Knowledge of ITSM frameworks such as ITIL or SIAM
- Degree educated, preferably in business or management, or equivalent relevant experience

This is an exciting and fulfilling role where your skills and experience will be fully utilised. Please apply today if you feel you meet the criteria.



If you would like to apply to this role, please send your CV and Covering Letter stating the job reference to [k.peters@pinkelephant.co.uk](mailto:k.peters@pinkelephant.co.uk) ATTN: Kia Peters

For questions, please feel free to call: +44 (0)118 324 0620

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