JOB DESCRIPTION

Last Reviewed:	13th October 2025
Role:	Account Manager
Time Fraction:	Full time
Location:	Kyabram
Reporting to:	Head of Client Services

1. ABOUT ADVANCE COMPUTING

Advance Computing was established in 1999 with a focus on IT services and customised software. Today we operate where support, consulting, software development and products meet to provide a range of IT services Australia wide.

With a passion for regional Australia, yet a national reach, Advance empowers businesses to achieve more through technology.

2. POSITION OVERVIEW

This role is a great opportunity to work with an industry recognised and multi-award winning IT Services Company to deliver bespoke and customised IT solutions for clients across a wide range of industries. As part of the Client Services Team, you will bring an innovative and value driven approach to client acquisition and retention activities, together with a can-do attitude and willingness to learn. Working with a variety of internal and external stakeholders, you will manage new projects from iteration to implementation.

3. PRIMARY PURPOSE AND OBJECTIVES OF THE POSITION

3.1 Engage with clients to determine how we can help them improve their business/organisation through the adoption of leading technologies;

3.2 Identify and leverage sales opportunities and drive new growth;

3.3 Maintain up to date knowledge of the industry and new innovations which support business growth; and

3.4 Manage client activities and sales pipeline.

4.   KEY DUTIES

Working as part of the Client Services Team you will contribute through:

4.1   Client acquisition and engagement activities together across a variety of industries;
4.2   Manage existing and new client relationships;
4.3   Bring an innovative and value driven approach to business solutions;
4.4   Proactively work closely with services, consulting, cyber and software teams to deliver desired client outcomes;
4.5   Review client billing and work approval(s);
4.6   Scope, specify, propose and quote customised and value-added IT solutions;
4.7   Follow and maintain system documentation;
4.8   Conduct all activities in accordance with the Quality Management System;
4.9   Contribute to regular team meetings; and
4.10   Other tasks as required by management.

5.   EDUCATION, TRAINING AND EXPERIENCE

Candidates need to be able to demonstrate the following skills:

Mandatory
5.1   Previous experience in an Account Management, IT technical, IT sales or business development role;
5.2   Excellent interpersonal and communication skills – both written and verbal;
5.3   Understanding of IT Services, project delivery and scoping;
5.4   Self-motivated with the ability to multitask;
5.5   Ability to work well in a team environment; and
5.6   Problem solving and persistence.

Desirable

5.7   Experience in project management;

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6. KEY SELECTION CRITERIA

Applicants must be able to demonstrate:

6.1 Successful track record in a previous account management role (or similar);

6.2 A willingness to learn and proactive attitude;

6.3 Highly developed computer literacy, time management and organisational skills;

6.4 Strong written and verbal communication and interpersonal skills;

6.5 A strong eye for detail and presentation;

6.6 Ability to work as part of a team as well as autonomously as required; and

6.7 Alignment to the organisations values of: Awesomeness, Commitment, Development & Community.

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