

## **Channel Partner Manager, UI-UX Designer and Inside Account Manager- IT Max**

*To empower private and public organizations with IT solutions, managed services and digital transformation, providing them with the bandwidth to focus on their core business*

### **1- Channel Partner Manager:**

Location: Lebanon

Major: degree in Business Administration, or any related field

Experience: 5-7 years of proven experience in channel management or sales with the technology industry

Major Responsibilities:

- Establishing and sustaining robust relationships with channel partners, such as distributors, vendors, and other vital stakeholders.
- Providing support and training to channel partners on product and solution offerings to ensure success.
- Working with partners to create and execute joint marketing initiatives and incentives to generate demand and boost sales.
- Identifying and resolving conflicts and challenges within the channel.
- Evaluating and providing feedback on partner performance and suggesting areas for improvement.
- Discovering new channel partners and assessing their potential to contribute to our sales objectives and market penetration.
- Coordinating with internal teams, including sales, marketing, and product development, to ensure consistency and efficiency of channel strategies.
- Attending industry events and conferences to build relationships and promote the company.
- Negotiating and finalizing partnership agreements, ensuring terms and conditions are mutually beneficial and aligned with company policies
- Creating and managing channel partner budgets and forecasts
- Measuring and reporting on key performance indicators, such as revenue goals, partner sales results, and market trends.
- Staying up to date on industry developments, competitive dynamics, and market conditions to identify new opportunities and potential threats.
- Performing other duties as assigned

Additional Requirements:

- Proficiency in customer relationship management (CRM) software
- Knowledge of sales techniques and strategies

### **2- UI/UX Designer:**

Major: degree in Graphic Design, Computer Graphics and Interactive Media, Computer Science, or any related field

Experience: 3-5 years of experience as a UX Designer, UI Designer, or similar role

Major Responsibilities:

- Gathering and evaluate customer requirements in collaboration with product managers and engineers
- Developing personas and usage scenarios

- Creating wireframes (mock-ups of applications), storyboards, sitemaps and screen flows
- Defining interaction models, user task flows, and UI (user interface) specifications
- Developing UI mockups and prototypes that clearly illustrate how sites function and look like
- Preparing and present rough drafts to internal teams and key stakeholders
- Identifying and troubleshoot UX problems (e.g. responsiveness)
- Conducting concept and usability testing and gather feedback
- Running user testing of applications, software and websites
- Conducting layout adjustments based on user feedback
- Considering existing applications and evaluate their UX (user experience) effectiveness
- Assisting with content development
- Analyzing user feedback and activity, and iterating to enhance the user experience
- Communicating design ideas and prototypes to designers and developers

**Additional Requirements:**

- Strong portfolio of design projects
- Proficient in using wireframing and prototyping tools such as: UXPin, Balsamiq, Adobe XD, Figma, InVision etc...
- Up-to-date knowledge of design software like Adobe Illustrator and Photoshop
- Some knowledge of HTML and CSS is a plus
- Familiarity with digital/interaction design and information architecture
- Experience with testing/troubleshooting skills
- Experience working in Agile methodology

**3- Inside Account Manager:**

**Location:** Lebanon- UAE

**Major:** degree in Computer Science, Computer Engineering, or any related field

**Experience:** 5-7 years of proven experience in channel management or sales with the technology industry

**Major Responsibilities:**

- Scheduling appointments for sales representatives to meet with prospective customers or for customers to attend sales presentations.
- Conducting outbound calls to potential customers to promote and sell our IT products and services.
- Delivering prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or a service.
- Explaining products or services and prices, and answering questions from customers
- Answering telephone calls from potential customers who have been solicited through advertisements.
- Qualifying leads and identifying customer needs and requirements
- Obtaining customer information such as name, address, and area of interest using different sources
- Meeting or exceeding monthly sales targets and KPIs.
- Developing and maintaining a good understanding of the IT industry, our products and services, and our target market
- Maintaining accurate and up-to-date records of customer interactions and sales activity using our CRM system

- Working collaboratively with the sales team to ensure consistent messaging and approach.
- Following up on leads generated through marketing campaigns and events.
- Maintaining ongoing relationships with existing customers to ensure customer satisfaction and identifying upselling opportunities.
- Providing timely and accurate reports on sales activity and results to management
- Performing other duties as assigned

Additional Requirements:

- Previous experience in telesales or a similar role, preferably in the IT industry
- Strong communication skills and the ability to build rapport with customers over the phone.
- The candidate must be a female
- Willing to relocate to UAE

How to Apply:

Kindly send your CV or contact the Career Services Center, E-mail: [career.services@balamand.edu.lb](mailto:career.services@balamand.edu.lb),  
Ext. 7801; 7802