



KCi Networks is the IT Consulting (MSP) company that is all about people & relationships

Our expert support teams build complex technical network infrastructure to support business or fix frustrating glitches with equal commitment. We get to know our client's business and become an extension of their team, finding the best solutions to work specifically for their needs and market sector. While our office is here in Ottawa, we have long standing relationships locally, across the country and internationally. Our mission is to care for all our client's technical needs while they take care of their business!

Career Opportunity - Business Administrator

Reporting to, and working closely with the President and CEO, the Business Administrator will handle a wide range of correspondence, administration and oversee all day-to-day operations of the office. This will include participation in the management of client relations, communications and new business research and outreach. Your top priority will be to support the CEO in ensuring the client's experience is run efficiently and that exceptional working relationships are both established and maintained with clients, contractors, suppliers and KCi.

The successful candidate will be a multi-tasker, someone eager to learn and with excellent written/spoken communication skills. Experience providing administrative support to a busy, multi-tasking executive will be a distinct advantage. While you do not require experience in IT, you should have an enthusiastic interest in the sector.

Accountabilities

- Provide a high standard of administrative support to the CEO, including diary management, file organization, PowerPoint presentation development and general correspondence
- Work with existing customers as a go-between them and the CEO
- Maintain and monitor internal and client tickets in CRM

- Provide exceptional customer service to every client and prospect
- Outreach to previous and/or potential clients and the research of business opportunities
- Research media, social media and business representation to look for business opportunities
- Liaise with clients and suppliers through written correspondence, by phone and in person
- Work closely with vendor partners and manufacturers to ensure we're providing the most competitive pricing
- Purchasing of hardware, software, and services required by clients
- Maintain accurate forecasting in CRM including asset management and renewal tracking
- Billing of products and managed services for clients
- Researching upon request new/existing products and technologies
- Attend and participate in team meetings and vendor training sessions; retaining and acting on new product and service knowledge

Essential Skills & Knowledge

- Excellent communication skills, both verbal and written. Accuracy with the written word is essential
- Ability to be tactful and flexible
- Strong attention to detail and time management skills
- Ability to work to both planned deadlines and to manage urgent, ad hoc requests
- Trustworthy and reliable
- Problem solving attitude with a proactive disposition
- Knowledge of the Microsoft suite including Excel and PowerPoint