



Product Specialist – Mobiles

Salary	£26,000
Working Pattern	Monday to Friday 8:30 – 5:30pm
Location	Basildon, Essex

ADSI is a business-to-business service provider offering a range of technical products and solutions; we specialise in business mobile communications and provide a one stop shop for all our customer needs and requirements. We pride ourselves on delivering an outstanding customer experience and aim to wow at every touchpoint.

Sometimes this requires providing a little technical guidance and this is why we need you. With your passion for all things tech, excellent communication skills and ability to provide an outstanding level of service means you could be the perfect addition to our team.

Your calm and methodical way of working allows you to educate customers and explain things in a way that they understand. You're able to transition this in-house when working with the wider team, upskilling and providing training/coaching where necessary.

You make the most technically advanced products seem simple and love to keep your finger on the pulse of the latest trends. Showing customers how to get the most from technology is what drives you; your career history is a clear demonstration of how successful you are, you may have gained this in a Network Specialist, Network Guru type role.

You take ownership for your own knowledge/development and understand that to provide the level of service our customers expect, you must be at the top of your game. So why might ADSI and be the perfect business for you?

We have:

- A competitive salary coupled with fabulous incentives; worldwide trips and big nights out to name just two.
- An attractive holiday package allowing you to sufficiently recharge.
- Hours which favour a work – life balance
- Industry recognised systems: developed by us and praised those we choose to partner with.
- An open mind for new ideas and a structure that allows us to swiftly implement change.
- A team of aces, incorporating various levels of experience and knowledge

You have:

- A passion for technology and experience in supporting business customers with communication/tech needs.
- A great attitude: you thrive on challenge and are motivated to learn.
- The ability to build trusting relationships with customers, the team and partners.
- An understanding of how important it is to exceed expectations and goals
- Great organisation skills and creative flair
- A desire to work hard and be recognised as a team player

You are great at:

- Understanding customers and what is important to them; adapting your style to meet their needs and providing the right solution in a knowledgeable way
- Learning new products, systems and processes
- Using your technical flair to confidently assist, communicate and resolve customer issues