



## **Technical Sales and Services Support Associate**

### **About UNH-IOL**

The University of New Hampshire Interoperability Lab (UNH-IOL) is a renowned, independent, nonprofit testing laboratory dedicated to ensuring the interoperability and conformance of networking, data storage, and consumer technology products.

Since its founding in 1988, UNH-IOL has provided industry-leading companies with an unbiased and trusted testing facility to further develop and certify their technologies.

### **Job Description**

UNH-IOL operates as a non-profit consortium. We work with companies across various technology sectors by offering them access to our state-of-the-art testing facilities and expertise. To access these benefits, a UNH-IOL customer purchases an annual membership, a license, or a pay-per-test option. Through our membership and testing service fees, UNH-IOL generates revenue to support ongoing operations, invest in advanced testing equipment, and maintain a highly skilled workforce.

In this role, you'll contribute directly to this collaborative model by securing new clients, expanding our reach within the technology market, and driving sales growth for our testing and certification services.

Please note that this is a technology sales position: candidates must be able to learn the technical aspects of selling UNH-IOL products and services. Extensive knowledge of UNH-IOL technologies is not required for hire, but a willingness to learn is essential.

This is considered an entry-level position with 1-3 years of sales experience. We will consider 0-1 years of sales experience for candidates with a technology background. To be considered for this position, you must apply on the [USNH Careers website](#).

### **Campus-Job Location**

- Durham, NH

### **Duties**

- Manage the lab's current customer base for retention of renewal opportunities and revenue.



- Maintaining frequent contact with prospects and current customers; build relationships that increase our ability to close sales and retain our customer base..
- Prospect and qualified leads within our current customer base, focusing on generating new sales opportunities, upsells, and cross-sales of lab services to the current base..
- Develop and deliver sales calls, proposals, and presentations that showcase the value proposition of UNH-IOL's testing and certification services.
- Build and manage strong client relationships, ensuring exceptional customer service and satisfaction.
- Participate in industry events to develop prospects and to maintain and further develop new and existing relationships.
- Stay up-to-date on industry trends and competitor offerings.
- Maintain extensive documentation of sales activities and market intelligence using our Salesforce CRM platform.

### **Required Qualifications**

- A minimum of one (1) year of experience in B2B sales in a technology sector, such as computers, software, hardware, or networking.
- Proven track record of exceeding sales targets in a fast-paced environment. References should be provided.
- Exceptional communication, presentation, and interpersonal skills.
- Must be available to work Mon-Fri, 8 AM to 5 PM.
- Pass a pre-employment background check.

### **Preferred Qualifications**

- One (1) to three (3) years experience.
- Due to the technical nature of the lab's product and service offerings, a bachelor's degree in business, engineering, computer science, or a related STEM field is preferred.



- Preferred candidates will understand computer networking, computer hardware, and related technologies and have a proven track record in technology sales.
- Substantial understanding of the technology sales cycle and sales methodologies.
- Ability to build rapport and trust with prospects at all levels, from influencers to project managers to executives.
- Experience with proposal development, responding to proposal requests (RFP), and contract review process.
- Prior sales training on a fundamental sales methodology and process.
- Proficiency in a CRM software (e.g., Salesforce, Hubspot, Netsuite, Monday, etc.).
- Excellent sense of organization with the ability to prioritize and manage simultaneous projects and deadlines.
- Strong aptitude for logical thinking, problem-solving, and intellectual curiosity.
- Sound judgment and the ability to handle sensitive and confidential information appropriately and carefully.
- High commitment to accuracy and attention to detail.
- Solid interpersonal skills with the ability to work collaboratively.

### **Benefits**

- Salary is complemented by a commission plan and a comprehensive benefits package that includes medical, dental, retirement, tuition waiver, and paid time off.

### **Physical Demands**

- Must be able to lift 25 pounds and carry out physical tasks requiring bending, standings, and carrying (trade shows and event participation).

### **Travel Requirement**

- Ability to travel to events as needed throughout the fiscal year. Travel is less than 10% of the job requirement.

### **EEO Statement**



The University System of New Hampshire is an Equal Opportunity/Equal Access/Affirmative Action employer. The University System is committed to creating an environment that values and supports diversity and inclusiveness across our campus communities and encourages applications from qualified individuals to help us achieve this mission. The University System prohibits discrimination based on race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, genetic information, veteran status, or marital status.

### **Institution Information**

The University of New Hampshire is an R1 Carnegie classification research institution providing comprehensive, high-quality undergraduate and graduate programs of distinction. UNH is located in Durham on a 188-acre campus, 60 miles north of Boston and 8 miles from the Atlantic coast, and is convenient to New Hampshire's lakes and mountains. There is a student enrollment of 13,000 students, with a full-time faculty of over 600, offering 90 undergraduate and more than 70 graduate programs. The University actively promotes a dynamic learning environment in which qualified individuals of differing perspectives, life experiences, and cultural backgrounds pursue academic goals with mutual respect and shared inquiry.

The UNH Diversity Resource Guide with information and programming available in the seacoast area, New Hampshire, and the region can be found here:

<https://www.unh.edu/hr/diversity-resource-guide>

### **Documents Needed To Apply**

- Job Application via [USNH Careers Page](#)
- Resume
- Cover Letter
- References on Request