

Business Support Spec 2 - Colombia

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Company: Juniper Networks

Location: Colombia

Category: computer-and-mathematical

Business Support Spec 2

As a Business Support Specialist, you will play a pivotal role in ensuring the smooth operation of our business and providing essential support to our teams. You will be responsible for facilitating communication, managing administrative tasks, and optimizing workflows to enhance interaction, efficiency, and productivity.

Principle Duties and Responsibilities

- 1 . Be the main point of contact for Juniper/Partners for all requests related to quote creation, modification, and management.
- 2 . Supporting internal Sales Rep to help meet team quota and grow the renewal business by responding to service-related queries, quotes, and opportunity management.
- 3 . Work with Juniper Service Business Manager directly on specific assigned tasks within established policies and procedures.
- 4 . Interface with partners/distributors, Juniper Sales, Logistics, Customer Care, Customer Master, Global Support and Order Management related to quote/contract/ordering queries and escalations.
- 5 . Administratively responsible for creating/managing service renewal quotes or renewal worksheets for complex deals for assigned accounts and accountable for quote quality and delivery within the agreed SLA considering all aspects of renewal process, co-term, non-attached business revision, subscription, service declined information, asset

recovery complying all information to build a renewal quote.

- 6 . Escalate customer problems to respective Service Business Manager and/or Account Manager.
- 7 . Escalate and follow up until solved; quoting problems (when not able to solve it), to the team-lead and/or regional Operation Lead.
- 8 . Be well verse in systems and tools required to manage quotes and answer queries from partners, customers, and Juniper team.

Requirements

- 1 . 2-3 years of service business experience and quoting skills
- 2 . Good attention to details and documentation skills
- 3 . Good verbal and written communication skills
- 4 . Good organization skills
- 5 . Good team player and quick learner
- 6 . Ability to handle multi-tasking.
- 7 . SAP and Excel knowledge is an advantage.
- 8 . English mandatory (writing and speaking)
- 9 . Non travel position.

#J-18808-Ljbffr

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