



Job Description – Backend Sales Support

Job Title: Backend Sales Support Executive

Location: Kampala / Uganda

Department: Sales / Presales Support

Reports To: Sales Manager / Head of Sales

Job Summary

We are looking for a motivated Backend Sales Support Executive with knowledge of IT hardware, networking solutions, and enterprise technology products. The role is focused on supporting the sales team with quotations, tenders, order processing, and customer coordination. The ideal candidate should understand IT products (servers, storage, networking, security, cloud solutions) and ensure smooth execution of sales operations.

Key Responsibilities

- **Quotation & Proposal Support:** Prepare and share accurate quotations, pricing sheets, and techno-commercial proposals for IT hardware & networking solutions.
- **Vendor Coordination:** Work closely with OEMs, distributors, and partners to source pricing, availability, and technical details.
- **Tender/RFP Support:** Assist sales team in preparing tender documents, RFP/RFQ responses, compliance sheets, and related documentation.
- **Order Management:** Track purchase orders, coordinate with procurement, logistics, and finance teams to ensure timely delivery and invoicing.
- **CRM & Database Management:** Maintain customer data, sales pipeline, and deal progress in CRM tools.
- **Sales Reporting:** Prepare sales dashboards, order status reports, and pipeline analysis for management review.
- **Customer Coordination:** Follow up with clients for documents, approvals, payments, and ensure excellent post-sales communication.
- **Technical Understanding:** Gain a working knowledge of IT products (servers, firewalls, switches, Wi-Fi, storage, backup solutions, etc.) to support accurate documentation.
- **Compliance & Processes:** Ensure adherence to company policies, vendor guidelines, and process excellence.

Key Skills & Competencies

- Strong knowledge of **IT hardware, networking products, and enterprise solutions.**
- Proficiency in MS Office (Excel, Word, PowerPoint) and CRM software.

- Ability to handle tenders, quotations, and techno-commercial documentation.
- Excellent communication (written & verbal) and coordination skills.
- Strong attention to detail, analytical mindset, and problem-solving ability.
- Ability to work under pressure with multiple stakeholders.

Qualifications & Experience

- Bachelor's degree in business administration, IT, Electronics, or related field.
- **2–4 years of experience** in backend sales support, sales coordination, or presales support in IT hardware/networking industry.
- Experience with OEMs/distributors like Cisco, HP, Dell, Lenovo, Fortinet, Sophos, etc. will be an added advantage.
- Familiarity with IT procurement cycles, tenders, and enterprise customers preferred.

Working Hours

Monday to Friday: 8:30 AM – 5:30 PM

Saturday: 8:30 AM – 1:30 PM