



## Job Description/Posting

<b>Job Title:</b>	Inside Sales Representative (ISR) I-II	<b>Department/Group:</b>	Sales
<b>Reports To:</b>	Inside Sales Manager	<b>Position Type:</b>	Hourly/Full Time
<b>Headquarters Location:</b>	Lebanon, NH	<b>Fair Labor Standards Act (FLSA):</b>	Non-Exempt
<b>Level/Salary Range:</b>	\$40,000 - \$120,000	<b>Travel Required:</b>	Yes
<b>HR Contact:</b>	VP of HR, Operations and Compliance	<b>Date posted:</b>	
<b>Will Train Applicant(s):</b>		<b>Posting Expires:</b>	
<b>External posting URL:</b>			
<b>Internal posting URL:</b>			
<b>Applications Accepted By:</b>			
<b>E-mail:</b> <a href="mailto:cindi.mcbain@lyme.com">cindi.mcbain@lyme.com</a>		<b>Mail:</b> Cindi McBain / CONFIDENTIAL Lyme Technology Solutions 240 Mechanic Street, Suite 301 Lebanon, NH 03766	
<b>Job Description</b>			
<p><b>JOB SUMMARY:</b> The Inside Sales Representative (ISR) position is critical in maintaining Lyme's reputation for providing outstanding customer service, as well as supporting Lyme's continued sales growth. ISRs must be self-motivated, detail-oriented, and ready to excel in a fast-paced environment.</p> <p><b>Major Functions/Accountabilities</b></p> <ul style="list-style-type: none"> <li>• <b>Sales Process</b> <ul style="list-style-type: none"> <li>○ Assist one or more Account Managers in the successful, profitable selling of IT solutions by facilitating the:           <ul style="list-style-type: none"> <li>▪ sourcing</li> <li>▪ quoting</li> <li>▪ purchasing</li> <li>▪ invoicing, and</li> <li>▪ sales follow up</li> </ul>           for the products and services that meet our customers' and prospects' current and expected needs         </li> </ul> </li> <li>• <b>Policy/Process/Protocol</b> <ul style="list-style-type: none"> <li>○ Effectively adopt all company-provided tools, systems, resources, and processes</li> </ul> </li> <li>• Achieve own, individual sales targets and revenue goals, if any.</li> <li>• Uphold the LYME Standard.</li> </ul>			



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- Establish strong, professional relationships with customers, prospects, coworkers, and vendors, based on solid rapport and trust.
- Adhere to Lyme policies, code of ethics and conduct, and standard of doing business.
- Demonstrate a commitment to continuing professional and personal development through:
  - Active participation in and support of Lyme’s ongoing development and training efforts
  - Obtaining appropriate service and/or sales certifications
  - Remaining current in industry trends through relevant training, trade show attendance, reading of trade journals, etc.
- Other duties or projects, as assigned by the CRO or Inside Sales Manager

**Skills/Qualifications:**

- Minimum of a high school diploma, college degree preferred
- High level of commitment to exceptional customer service and relationship building
- Strong written and verbal communications skills
- Strong problem solving, organizational, and interpersonal skills
- Ability to multitask while maintaining a high level of accuracy and meet deadlines
- Ability to work both individually and in a team environment, remotely and/or in an office environment; most times with limited supervision
- Self-motivated with the ability to work in a fast-paced and constantly changing industry
- Previous service, sales, or IT industry experience preferred
- Proficiency in relevant software and platforms such as: MS Office/Teams/Outlook, and Contraqer/NetSuite (preferred)

ISR duties, responsibilities, and goals are dependent upon the level earned (Levels I and II). Level II designation can be earned when the staff member successfully demonstrates the experience, skills, and attributes of an ISR, in an ISR position or a reasonable equivalent, for a period of at least two years.

ISRs showing an interest in, and aptitude for, sales may be granted the opportunity to work directly with Sales Management to establish specific sales goals, develop sales strategies, and earn a commission on those designated sales they make. ISRs with this added opportunity will be assigned the Level II designation. ISRs who perform successfully in this additional capacity may have the opportunity to progress into an Account Manager role.

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

**Disclaimer:** *The above statements are intended to describe the general nature and level of work being performed in this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skill required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

Lyme is an Equal Opportunity Employer. [Mandatory Postings](#)

Reviewed By:	Andrew Sullivan	Date:	02/01/2026
Approved By:	Andrew Sullivan	Date:	02/01/2026