

# Job Description

recruitment@smartfocus.com

## Services: Support Consultant (CSOP03/09)

Location: Bristol - smartFOCUS UK.

<b>The Company:</b>	<p>smartFOCUS Group plc (LSE : STF) is a leading international provider of high performance Multi-Channel Marketing Software.</p> <p>Our Intelligent Marketing Solutions provide marketers with the power to transform marketing performance more effectively and affordably. Intelligent Marketing enables the delivery of relevant, personalised and timely communications across multiple channels such as print, email, mobile and the web.</p> <p>Companies benefit from our solutions by being able to shift from 'broadcast' marketing techniques, to genuine 1:1 relationship marketing methods, inspiring valuable customer loyalty.</p> <p>Based in the UK, smartFOCUS operates internationally from 8 offices in Europe, the US and Asia and through a global partner network of over 60 marketing service providers.</p> <p>With a customer base of over 700 B2C and B2B customers including Manchester United, ASOS.com, Cap Gemini, David Lloyd Leisure and The Guardian, our expertise with Intelligent Marketing Solutions spans a wide range of market sectors</p>
<b>Location:</b>	Bristol, UK
<b>Reporting To:</b>	Support Manager
<b>Purpose of the Job:</b>	To provide First and Second Line support to the smartFOCUS customer and partner base
<b>Responsibilities:</b>	<ul style="list-style-type: none"><li>• To provide technical support and assistance to smartFOCUS clients and partners</li><li>• To maintain a high level of customer service for all support queries</li><li>• To take ownership of issues, and be proactive in assisting in their resolution</li><li>• To troubleshoot problems and seek appropriate workarounds when software issues are discovered</li><li>• To provide appropriate documentation for the R&amp;D Team to fix software issues</li><li>• To document issues and their resolutions using Call Logging software</li><li>• To produce Knowledge Base Articles (KBA's) and Frequently Asked Questions (FAQ's) to help continuously improve the support service for clients, partners and internal staff</li><li>• To work alongside the other members of the Support team and with other departments to optimise the support experience for clients and partners</li></ul>

<b>Skills Required:</b>	<ul style="list-style-type: none"> <li>• To have excellent relationship-building skills</li> <li>• Motivated by tackling difficult tasks</li> <li>• To be adept at problem-solving</li> <li>• To be able to work through complex issues in a logical manner and see through to resolution</li> <li>• To be able to articulate often complex subjects in a clear and concise way when offering resolutions</li> <li>• To have good written and verbal skills</li> <li>• To be able to own a series of issues and To be an efficient and effective team-player</li> <li>• To be able to work under pressure and to deadlines</li> </ul>
<b>Qualifications Required:</b>	<p>Graduate in IT or numerate discipline or Two years experience in a similar role</p>
<b>Experience Required:</b>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft operating systems (Windows 2003, WinXP)</li> <li>• Knowledge of Relational Database architecture and design</li> <li>• Experience in delivering support services</li> </ul>
<b>Desirable Experience:</b>	<ul style="list-style-type: none"> <li>• Experience working in a marketing data environment</li> <li>• Citrix, RDP, Webex, VMWare, MapInfo, Batch Files</li> <li>• Experience in smartFOCUS applications or SQL Server, Business Objects, SPSS, SAS, Oracle, Unica, Alterian</li> </ul>
<b>Personal Qualities:</b>	<ul style="list-style-type: none"> <li>• Conscientious and enthusiastic individual</li> <li>• Well organised and systematic in approach</li> <li>• Flexible and resourceful with a hands-on approach</li> <li>• Focused individual with a positive attitude</li> </ul>
<b>Salary &amp; Benefits Package:</b>	<ul style="list-style-type: none"> <li>• 23 Days Holiday + Bank Holidays</li> <li>• Opportunity to join employer KiddiVouchers scheme and receive childcare vouchers</li> <li>• After 6 months service: <ul style="list-style-type: none"> <li>○ Company pension</li> <li>○ 4 x Death in Service</li> <li>○ Health Insurance for employee and immediate family</li> </ul> </li> </ul>