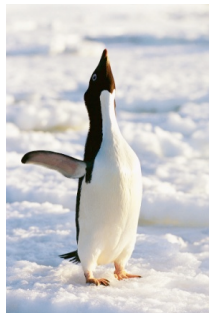


Service Delivery Specialist (Enterprise Content Management)

Location: at office (Godalming, Surrey, United Kingdom) 50 minutes from London

URL: <http://www.thecontentgroup.co.uk>

Type:	Full-time
Experience:	Minimum 2years related experience
Functions:	Customer support; telesales character but with technical interest
Industries:	Computer Software, Information Services, Information Technology, Management Consulting
Compensation:	£25K base dependent on experience with bonus opportunity to increase by £3-5K.
Benefits:	Contributory pension after one year's service, 21 days/annum holiday (rising to 23 after one year's service), Life Assurance
Additional benefits:	BBQ Monday's by adjacent canal; free office parking; great variety of work; graduation path towards consultancy; close to A3 and Godalming station



Ideally looking for a
BBC trained speaking
Penguin with IT
Knowledge...we all love
Penguins

Job Description

The **C**ontent **G**roup has an exciting Customer Services opportunity to join their team based in Godalming as a Service Delivery Specialist. The successful candidate will create, sustain and deliver first Class provision of services to their clients, demonstrating a passionate commitment to customer service. To be a visible presence and main point of contact.

They will be primarily responsible for the logging, investigation and resolution of 1st and 2nd line issues received by the Service Delivery Department for Enterprise product sets. They will also liaise with vendor support teams to escalate and progress 2nd and 3rd line support issues ensuring that the client is kept informed throughout the support process. Training will be provided to enable the Service Delivery Specialist to support additional Content Management software products provided and supported by the company as part of a progression and development plan within the business.

Skills (required):

- **T**horough (process driven; strong assurance)
- **C**reative (new ideas; develop a "buzz")
- **G**reat customer experience (retention, related sales, referrals, responsive, reliable, respectful)
- Strong communication skills for customer support; renew maintenance contracts, migrate customers and identify new opportunities within existing customer base
- We use internally much of the technology we sell including BP Logix (BPM) – prospects; orders; contracts; timesheets etc.; Bottomline Technologies (Output Management) and INVU (Document Management), plus Microsoft Nav

Skills (ideally):

- IT related education or background (Degree level ideal)
- Previous experience in implementation or support of Enterprise Content solutions
- Proven analytical and problem solving skills
- Knowledge of Microsoft Windows 2000/2003/XP/Vista Environments/ 7
- Document Management Technologies
- Web Content Management
- Java J2EE development
- XML based technologies
- Knowledge of Microsoft SQL Server
- Lead generation

You will have the following core competencies: High level of communication skills; Strong influencing skills; Independent thinking; Problem solving; Personal motivation; High energy levels; Strong work ethic; Trustworthy judgement; Ability to work without significant supervision; High personal integrity; Great team worker; Strong decision making skills

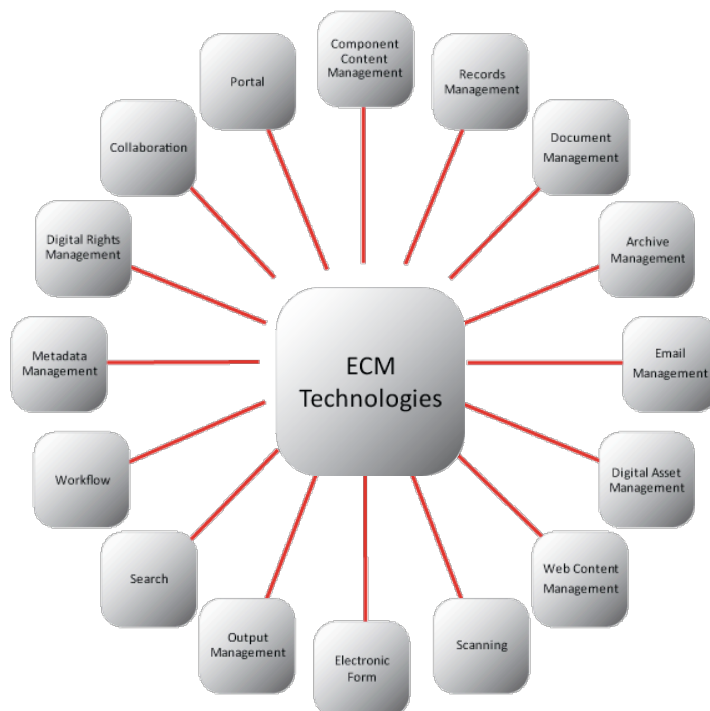
Company Description

The **C**ontent **G**roup is the UK's leading independent ECM specialist. Recognised as a leading expert and thought leader in the field, TCG works with clients in the education of ECM, development and implementation of ECM strategies and the design of ECM maturity blueprints for ongoing measurement of organisational ECM effectiveness.

Drawing on its best practice methodology, TCG is leading the development of the first ever Publicly Available Specification for ECM with BSI British Standards.

TCG works with more than 200 clients from both the SME and Enterprise sectors who are looking to leverage the true value of their ECM investments including Barclays Wealth, Virgin Mobile and CIPD.

Examples of Enterprise Content Management:



Examples of Enterprise Content Management software providers:

