

STELLENT™

Advanced Product Support Specialist (3rd line)

Up to £50k plus car allowance & excellent benefits
Slough, Berkshire

About Us

Stellent, Inc. (www.stellent.com) is a global provider of content management software solutions for business applications such as enterprise portals and business commerce applications. Our SealedMedia division, based in the UK, is acknowledged by analysts and customers alike, as the world leader in easy-to-use enterprise-strength information rights management (IRM) solutions with an enviable customer base of Fortune 500, Global 1000 and FTSE 100 companies, as well as government agencies around the world.

We enable these organisations to keep their sensitive and confidential information confidential. Our powerful SealedMedia technology protects information content from internal and external attack by cryptographically "sealing" the information so that it remains persistently protected and tracked, after it has been downloaded to end-user desktops and mobile devices and even while it is being used!

About The Role

We are looking for an exceptional individual to join the UK Client Support team. Predominantly office based, this is an extremely varied and challenging role providing 2nd/3rd line development, deployment and operational technical support to our global customers. Working closely with our UK development engineers, your responsibilities will include:

- Provide telephone/email support in mission critical situations either directly to clients or to Stellent 1st line support
- Diagnosing technical issues, determining alternative solutions and helping clients to evaluate and adopt them
- Playing an important part in ongoing client relationship development
- Development of our internal processes and on-line support systems to ensure client satisfaction and success

About You

Your background and experience should include diagnosing technical problems and finding creative solutions either within a corporate MIS department or in a client-facing role for a software or services organisation. Whatever your background, it is more important that you are highly customer-focused and possess a natural flair for problem-solving and a real 'can-do' attitude. You already have a broad range of technical skills but relish the opportunity to learn and apply new skills. We will expect you to have experience in at least **SOME** of the following:

- Networking: TCP/IP, HTTP, firewall, proxies
- Diagnosing LAN/WAN connectivity issues
- Windows, Office Suite and Desktop applications
- Active Directory/LDAP
- Scripting: VBScript, JavaScript, Perl, PHP
- Application or web development using HTML, C++, Java, Visual Basic

Experience of **ANY** of the following is of interest:

- Unix or Mac OS X
- SQL Server or Oracle administration
- Content management or content security solutions
- Systems integration, design and implementation

Although the technical and professional skills that you develop with us will be highly marketable elsewhere, our aim is that your next career move is to another role within Stellent, not outside. Your career prospects will be limited only by your own ambition and ability.

We offer a generous benefits package including car allowance, contributory pension and 25 days holiday.

To Apply

Please email your CV to our retained recruitment consultants at stellent@netobjectives.co.uk



No agency applications please