

HELP US BUILD BETTER RELATIONSHIPS

Everybody knows that efficient customer service is crucial to business survival. We do. It's our business.

Major corporations and leading technology companies around the globe have already gained real competitive advantage by implementing our enterprise eCRM solution, seamlessly embracing the latest and best in database, call centre, internet, mobile and intelligent agent technology. Now, substantial investment is being made in every sphere of our business so that we can continue to lead in this exploding market.

With increasing pressure on companies to meet the constantly evolving needs of customers, we are building a world-class Customer Service organisation which will set new standards for Customer Relationship Management. For customers, it means an unrivalled level and range of services to support their business objectives. For employees, it means real opportunities to influence our business in a fast-growing, rapidly changing organisation where your career possibilities are limitless.

As part of our vision, we have created the following new roles for individuals who are as passionate about customer service as we are, and who possess the necessary judgement and drive to thrive in this demanding and fast-changing environment.

Product Release Project Manager c.£50k

In this highly visible role, you will be responsible for ensuring that the European Customer Services and Professional Services organisations are prepared to support, train and consult on all new products as they are released. In close co-operation with Engineering and Product Marketing, you will create and deploy product roll-out project plans for the European organisation as well as strategic partners such as Andersen Consulting, PricewaterhouseCoopers and Cap Gemini.

You will be a well-organised facilitator with excellent communication skills. With a background in either technical consulting or

technical support, you will possess a broad knowledge of client-server architectures and proven project management ability. Any exposure to the product release process would be valuable.

Escalation Manager c.£60k

A high profile, customer-facing role to manage the resolution of escalated issues through the technical support process ensuring all parties obtain a satisfactory outcome. Using your knowledge of large, highly-complex client-server applications and architectures together with your business and project awareness, you will effectively evaluate reported problems, assessing their true impact and work with senior technical support staff in the US and Europe to devise possible workloads.

Thriving under pressure, you will be a confident, customer focused IT professional with strong negotiation skills, sound judgement and the interpersonal and communication skills required to deal with highly charged situations. Your background is likely to include previous experience in 2nd/3rd line support role for a software or services organisation.

Client Managers c.£70k

You will proactively manage and enhance our relationship with a number of customers ensuring they continue to derive maximum benefit from our solutions, assisting them as their business changes and new technology and products become available. Using your ability to develop lasting customer relationships, you will operate at all levels to fully understand the key business drivers for each customer and thereby develop a proactive plan to ensure their continued satisfaction.

Successful candidates are likely to be experienced IT professionals with a background in either account/client management, project management, business or technical consulting roles. A strong background in enterprise software solutions, e.g. CRM, ERP, is essential.