



ICON Recruitment

November 2011

Data Coordinator (up to £20K)

We are looking for an exceptional person to join our Client Services Team to help us build on our success of providing a web-based software solution for a number of leading UK retailers. An established business with over 15 year's experience, ICON's HQ is based in Market Harborough, Leicestershire.

As part of the ICON Learning Academy you will undertake a **12-18 month development programme** which could lead to a Senior Data Coordinator role within the Client Services Team. You will be trained in all aspects of our Client Services Department with particular focus on account management, data management, data analysis, helpdesk support and end-user training.

Key responsibilities to include, but not limited to:

Account Management: Primary contact for multiple clients. Hosting and attending regular meetings and conference calls with key clients. Presenting new development opportunities, managing the client account plans and presenting or demonstrating new system functionality. Provide end-user training as and when necessary. Recommend process improvements and produce monthly client statistics. Manage client KPIs as necessary.

Data Management: Analysing, editing and inputting information provided by clients into the 'ICON System' using a graphical user interface. Converting digital information into web-friendly data formats. Liaising with clients and suppliers to update or resolve data contradictions. Driving best practice and recommending new ways of working.

First Level User Support: Taking incoming user support calls, resolving support issues and user account queries. Investigating faults reported via the Helpdesk. Logging reported faults into tracker system following fault logging procedures. Verify the testing of resolved bugs before communicating to the client.

Additional Information: 37.5 hours per week in accordance with ICON's flexible working week policy. 31 days holiday (including statutory holidays). Main location; ICON head office in Market Harborough, but role may involve travel to clients' offices, or other locations as necessary in line with the needs of the business.

Skills / Qualifications:

- Educated to A-level/HNC (or equivalent) or above.
- Minimum of two years' experience in a customer facing role and working as part of a team.
- Excellent communication skills (oral and written) and good networking skills.
- Good/confident presentation skills.
- Good computer literacy with experience of using Microsoft Office.
- Ability to demonstrate a logical and analytical approach to tasks.
- Evidence of delivering results in a work environment.
- Ability to work under pressure and to deadlines.
- A completer/finisher.
- To demonstrate leadership by example.



- Able to prioritise workloads and allocate resources.
- Great attention to detail.
- Organised.
- Able to work to a high standard with minimum supervision.
- A “can do” attitude.
- To be able to use personal initiative.
- Flexible.

To find out more about this great opportunity visit www.iconuk.net/recruitment or e-mail trudi@iconuk.net.

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