

Job Specification

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Prepared by:

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Job Title:	Client Services Executive
Location:	Virtual/Home/Office/Client Site
Job Term:	Permanent, Full Time
Salary Range:	Attractive Salary + Company Benefits
Start Date:	June 2009

Client Services Executive

In line with the Company's continued growth, Active Navigation is now looking for a dynamic individual to join our Client Services team.

Reporting to our Head of Client Services, you will work closely with other Client Services personnel and Partner organizations to provide onsite and remote assistance to clients in the utilization of Active Navigation software products and their integration with information management technologies, processes and projects. You will also be pivotal in providing consultative advice and guidance and will develop a strong product knowledge which, coupled with your excellent communication skills, will allow you to provide client organizations with assistance in the production and formalization of information management projects.

Ideally you will possess a level of technical proficiency in Windows client and server environments, along with an understanding of SQL Server, but this requirement is secondary to the ability of being able to guide and assist clients, through presentations, workshops and project management activities, to realize the benefits of information management and full utilization of Active Navigation software.

This is an excellent opportunity for someone who has an understanding of information management principles and can make good business judgment and guidance.

Primary Responsibilities:

- Act as an integral part of the Client Services team providing high-level solutions throughout the client's information management project life cycle from initial client engagement to project completion.
- The ability to develop an in-depth understanding of the customer's business, structure, practices, challenges and requirements, within the context of their industry, in order to provide focused viable solutions.
- Development and production of training material for Active Navigation personnel, Client and partner organisations
- Provide training on software applications and demonstrations on application integration with information management projects.
- Present/lead presentations, workshops and demonstrations with the client.
- Help ensure effective utilization of appropriate Active Navigation resources to progress issues affecting information management projects thereby ensuring client satisfaction.
- Work with and develop strong inter-departmental relationships especially with Sales and Development .
- Report progress and risks to Delivery Team.

Requirements:**Must have/be:**

- Team player and self-motivated.
- Training production and coordination skills
- Information management consultancy skills
- Project management consultancy skills
- The ability to design and undertake presentations to audiences ranging from senior management to application users
- The ability to devise and facilitate user forums and workshops
- Excellent at building and maintaining customer relationships over time.
- Excellent verbal, written, presentation, communication and interpersonal skills.
- Willing to travel within the UK with own transport

Ideally the successful candidate will have:

- Windows server, SQL, networking, (Office) Power Point and Excel.
- Proven ability to make decisions and recommendations on technology strategies.
- Proven ability with regard to business analysis principles, conceptualisation, problem solving skills and planning.
- Knowledge of the Information Management market for example in segments such as; ECM, DRM and/or Enterprise Search and Discovery technologies.

Company Information

Active Navigation is a company dedicated to the provision of software and service solutions which enable any organization to take control of its chaotic unstructured information stores. We passionately believe that technology alone cannot resolve modern information management challenges and that automated solutions which ignore the headlong growth of unmanaged information address only the symptoms of the problem. Our focus, therefore, is to provide tools, processes and practices which bring people into the information lifecycle and empower them to act. We do this by arming them with the facts about their information and guiding them through decision making processes that result in rationalized, organized and well understood information stores. This approach addresses the root cause of information overload by driving behavioural changes which result in better information management practices and an organization well prepared to deal with and exploit its information assets.

Beginning life in the University of Southampton in the study of innovative methods for navigating large bodies of information, we bring powerful thematic analysis techniques to bear upon large stores of unstructured information. This is complemented by the real experience of our team in solving practical information problems to provide genuine management solutions.

Job Location

Depending on the candidate this is a full time position either based from one of our offices or

working on a virtual home based basis. A significant part of your time will be working on client sites and there are also regular monthly office attendance days. Travel is predominantly in UK but possibly also abroad in US and Europe.

Contact

To apply for this position, please send your CV and covering letter to newjobs@activenavigation.com
Or for more information please contact Katie Killinger on 02380 767678

Please note that all candidates must be eligible to work and live in the UK.