

Managed Service Consultant

Reporting To: Solution Maintenance Manager

Location: Bristol

Position: Permanent, Full Time

Salary & Benefits: Competitive Salary

The Blue Group is the coalition of two marketing solution providers offering a complete range of data-driven marketing services to marketers around the world.

The businesses works out of offices in Bristol UK (HQ), Cheltenham UK, Egham UK, Raleigh USA and Nimes FRANCE, and service over 400 clients including some of the biggest brands on the planet.

PURPOSE:

- The Managed Service Consultant is a role within the Solution Maintenance Team
- To deliver consistent refreshes, identify issues and improve service
- To serve as a technical reference point within the Solution Maintenance Team, and the wider Blue Group community

DESIRABLE SKILLS:

- Self-working and time management
- Analytical and problem solving aptitude
- File manipulation
- Experience with relational or non-relational databases
- Good verbal and written communication
- Issue ownership

MAIN DUTIES:

Managed Service

- Monitor solution refreshes
- Raise and address issues
- Attend weekly review sessions
- Manage hosted servers
 - Uptime
 - Resources
 - Licenses
 - Patches

Solution Maintenance

- Monitor and help toward the resolution of reoccurring issues

- Produce accurate reports on refresh performance
- Contribute to solution changes and issue resolution under BAU processes
- Contribute to system change requests
- Raise bugs and issues with the relevant teams
- Communicate with clients directly on technical matters
- Attend client meetings as required
- Propose improvements to existing processes
- Contribute to internal projects

Admin

- Drive team efficiency
- Support other teams when necessary
- Maintain team documentation
- Develop skillset
- Provide desk side skills transfer
- Record time accurately in the timesheet system
- Attend regular 1-2-1's with your line manager
- Work towards completing your quarterly objectives
- Work towards completing development milestones
- Communicate clearly and professionally throughout the business
- Contribute towards achieving the company vision

Benefits

- Company Bonus Scheme – up to 5% of your annual salary, paid quarterly, based on objectives
- Group Salary Exchange Pension – 5% of your basic salary from the Company (with a minimum 3% contribution from you)
- Private Health Care for you and your family
- Death in Service – 4 times salary
- Bike to Work Scheme
- Share Options

Next Steps

To apply to our vacancy for a Managed Service Consultant, please click Apply and submit a copy of your CV for consideration.

We look forward to hearing from you!