



Job Title

Application Support Consultant

About Us

Campaign Master (UK) Ltd. is a leading email marketing software and services provider. We provide a robust, reliable, online email marketing application for professional marketers to promote their business via email and online tools. Our client base is growing and ever evolving so we are looking for hard working, personable people to join our friendly team.

Role and Responsibilities

You will be working with a range of users from highly experienced email marketing managers and executives to first time e-marketers and helping them to deploy their email campaigns and achieve their email marketing goals in an efficient, professional yet relaxed manner.

- **Develop emails from design to HTML**
- **Create HTML email templates and campaigns using both our WYSIWYG and drag and drop editors**
- **Formatting data, render testing campaigns to different ISPs and email clients, launching campaigns and full report analysis**
- **Providing training to new and existing users on our email marketing platform, either online, in-house or at client sites**
- **Providing application support to users via telephone, email or through web-ex meetings**
- **To design and build web forms, surveys and landing pages**
- **Working closely with account managers to ensure they are made aware of user experiences**
- **Advising users of training available and optional modules to help them make best use of their investment**

Position Type

Full time
37.5 hours per week

Department/Group

Professional Services Team

Location

Harrow on the Hill,
North West London

Level/Salary Range

Negotiable and dependent
on skill and experience

Benefits

- Company Pension
- 25 days annual leave
- Fantastic working environment
- Regular team social events

Role Requirements

You should be familiar with professional email marketing tools but full, comprehensive training will be provided on our applications. You must have an excellent understanding of HTML coding (hand coding) for email marketing. Hands on coding experience CSS and JavaScript are highly desirable.

Photoshop design skills are advantageous but not essential. Client facing experience is highly desirable. The ability to multitask and cope with multiple projects and deadlines is essential. You should be passionate about delivering high standards of customer service and delivery of work to an excellent standard.

You should have clear, concise English verbal and written skills. You will be providing excellent customer service and support to users on a daily basis. You should have great presentation skills and be very confident in conducting one to one and group training sessions on our application. Excellent Microsoft Office skills are essential.

Additional Notes

This is a great opportunity for someone who loves or wants to learn more about email marketing, relishes client interaction and working in a varied role. Fantastic role to grow your e-marketing knowledge and progress within the company to Account Manager and senior support roles.