JOB POSTING

Position: Technical Support and Trainer - Customer Success Team
Report to: VP Marketing & Customer Success
Location: UK - Home-based
Starting date: July 2012

STANTIVE Technologies Group Inc.

STANTIVE Technologies Group delivers the promise of Cloud Computing to global organizations. Our flagship product, OrchestraCMS, is the world's leading web content management system on Salesforce.com - the leading platform for commercial Cloud applications.
OrchestraCMS is a revolution in web content management. Unlike traditional standalone systems, OrchestraCMS is fully integrated into the Salesforce.com platform, providing complete access to all of the rich functionality for which Salesforce.com is known, while leveraging an easy to use drag and drop user interface that allows non-technical users to manage complex websites and portal applications.
For more information about STANTIVE, visit our website at www.stantive.com

Technical Support and Trainer

We are expanding our Customer Success Team at Stantive given the high interest in OrchestraCMS, Salesforce customizations and our reputation for providing top-notch service to our customers world-wide.
As a Technical Support and Trainer, you are answering to Customer Support Cases Tier 1 and 2 and deliver user and technical training to our customers and/or partners.
Time-to-time, depending on the activities and the needs, you may also be called to assist the Professional Services Team in the delivery of their project, consequently to create new or migrate existing websites and portals onto the force.com platform. To achieve this, you rely on your skills and experience as a web developer, as well as your development abilities in Apex (Java) to provide custom components to meet complex customer requirements for their business applications in the cloud.

Task Summary

- Customer User and Technical support (online, phone) Tier 1 and Tier 2
- Training for new and existing customers, partners and STANTIVE employees (new features/releases)
- Support and training knowledge base management and development; produce training materials, videos, solutions, FAQs, documentation including Release Notes, Start-Up Guide, User Guide and Developer Guide
- Depending on the workload, assist Stantive Professional Service Team in some projects.

Support

- Responsible for maintaining a professional and satisfactory relationship with customers by providing product and service support while providing ongoing education about the features and benefits of their product subscription and access to STANTIVE's professional services.
    1. Front line support via live emails, case management, chat and telephones.
    2. Troubleshooting a variety of technical and non-technical issues customers are having with their Stantive solutions and products (OrchestraCMS, custom components...)
    3. Provide user support for Tier 1 issues
    4. Provide technical support for Tier 2 escalation issues.
- Daily communication with customers by telephone, email, and/or through online portal
- Direct requests and unresolved issues to the designated resource and ensure their resolution
- Track customer interactions through salesforce.com, our CRM tool (cases and solutions management)
- Initiate and/or implement corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction are maintained.
- Ensure and provide quality service to both internal and external customers.
- Recommend changes to existing processes and systems to increase the accuracy, efficiency and responsiveness of the customer service department as a whole.
- Follow a standard set of procedures when responding to customer requests or inquiries
- Evaluate the quality of support (survey and delivery)
- Participate in the feature testing of new releases to be able to train others, offer the adequate support and write/update the necessary documentation
- Support time-to-time the Professional Service Team in some projects.

Training

- Develop and execute Technical training programs
- Provide training to end users, existing & potential customers, partners and internal STANTIVE employees.
- Coordinate, schedule and present training classes via webinar, recorded videos

- Develop, produce and distribute training schedules on-line and in written form;
- Evaluate training programs;
- Conduct assessment for technical training needs by survey;

Documentation

- Responsible for the development and maintenance of technical user manuals.
- Oversee all requests for additions and/ or revisions to internal and external documentation.
- Ensure that related documentation that is affected by the additions and/ or revisions is updated and maintained.

KEY COMPETENCIES

- College or University degree in Computer Engineering or Computer Science.
- Web development skills including a firm grasp of html, css, JQuery and Javascript.
- Knowledge of object oriented programming using Java is required to develop advanced web interactions.
- Knowledge of Salesforce and development using APEX to create VisualForce pages is a plus
- Must have excellent (100% fluent) English language skills (spoken, written & comprehension).
- Interpersonal and communication skills - verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Customer service orientation
- Must work well under pressure
- Be able to multitask many projects simultaneously
- Must have the ability to prioritize
- Ability to work well with a team in a fast-paced and constantly changing environment
- Solid experience in developing training materials and documentation

WORK RELATED EXPECTATIONS

- A Customer Success Technical Support and Trainer is expected to have a background in technical support and information technology with knowledge in the use of web applications and prescribed problem solving mechanisms.
- The Customer Success Technical Support and Trainer should be able to work in a fast-paced, dynamic environment and function as a team member, aligning professional objectives with the team's performance and operations goals.

STANTIVE offers a challenging, enriching work environment and competitive compensation. Interested parties please send your resume and cover letter to **careers@stantive.com** by May 30, 2012. Response emails will be issued only to applicants meeting our criteria.