

The Digital Property Group Job Vacancy Technical Support Analyst



Reporting to: Technical Support Manager

Hours: Full time. Monday to Friday, rotating shifts 9.00am to 5.30pm & 9.30am to 6.00pm

Department: Customer Support



FindaProperty.com

The Company

The Digital Property Group, part of the Daily Mail General Trust, has been formed to unite four of the industry's leading property websites; Primelocation.com, FindaProperty.com, and FindaNewHome.com. We are also behind the property search channels for the MailOnline.co.uk and Northcliffe regional websites.

We have a combined unique audience of over 4 million monthly visitors and attract interest at all levels of the market – providing an essential element of any estate or letting agent's online marketing mix.

Primelocation.com is highly effective at reaching those older and more affluent house buyers and renters, while FindaProperty.com attracts those toward the beginning of the buying and ownership process, and is highly effective at reaching renters. Our leading portfolio of websites is supported by FindaNewHome.com, which covers the new homes market.

Role Purpose

As a team you will be responsible for managing the setup and maintenance of all clients' data, dealing with general technical queries and maintaining professional working relationships with both customers and consumers.

Responsibilities

- Inbound & Outbound Calls and Emails
- Recording quality and relevant technical fixes
- Configuration, setup & problem resolving of data software
- Monitoring of spam & registration bounce backs
- Monitoring of DRE logs & Feed error reports
- Monitoring of case management system
- Maintaining quality and relevance of in house resources
- Maintaining a strong working relationship with your peers and other technical departments
- Any other duties commensurate with the role

Skills/Attributes

Essential

- Excellent time keeping and attendance
- Excellent customer service skills
- A high attention to detail
- Hard working and enthusiastic
- Flexible and approachable
- Proven ability to analyse issues
- Good understanding of word, excel and outlook

Desirable

- Knowledge of third party data feeds

The Digital Property Group

We Offer:
Competitive salary
Quarterly Paid Company Bonus up to 10% salary

Employer Contribution Pension (to be introduced shortly), Private Medical Cover, Life Assurance, Childcare Vouchers, 25 days holiday, Eye Care, Annual Season Rail Tickets, Ride to Work Scheme, Catalogue of training courses, Recommend a Friend recruitment bonus scheme.

To Apply

Please contact Claire Taylor for more information on 01273 763142, or send your CV to recruitment@tdpg.com