

PUBLISHING TECHNOLOGY PLC

JOB DESCRIPTION

JOB TITLE: Customer Support Specialist

JOB REF: SOL064

DIVISION/DEPARTMENT: Scholarly Online

REPORTING TO: Senior Client Manager US
(with dotted reporting line to Customer Service Manager)

JOB TYPE: Full Time/Permanent

LOCATION: Cambridge, MA, USA

PURPOSE OF JOB

Publishing Technology is seeking a Customer Support Specialist for its flagship service, IngentaConnect (www.ingentaconnect.com). The IngentaConnect platform provides access and visibility to over 10,000 publications from 250+ publishers. This position is pivotal to providing outstanding customer support to our clients.

KEY RESPONSIBILITIES

We are looking to recruit a full-time customer support representative in the Boston area to join our multinational team. The successful candidate will be an excellent communicator with proven organizational and administrative skills. The ideal candidate will be customer focused and web savvy with the ability to juggle a busy and varied workload.

Key areas of focus within this role are to:

- 1) Provide customer service and help desk support to IngentaConnect end users; including librarians and researchers
- 2) Provide support to publisher client managers
- 3) Maintain and develop relationships with Publishing Technology publisher customers as a secondary point of contact for a defined customer list.

MAIN/CORE TASKS

- Provide support via phone and email to IngentaConnect end-users as well as publisher clients
- Troubleshoot using internal web tools
- Manage the process for the online display of content, logos and related information related to each publisher
- Liaise with team members in the UK to ensure common practices and processes are used across the company
- Provide training and ongoing support to publishers on the use of web based tools/systems
- Generate regular updates, reports and metrics

DESIRED SKILLS SUMMARY
<ul style="list-style-type: none"> • Knowledge of content formats (PDF, XML) • Detail oriented, able to manage multiple tasks and priorities • Previous customer service/help desk experience necessary • MS Office • Database applications
SPECIAL TASKS
None.
FLEXIBILITY STATEMENT
<p><i>The fast moving nature of the company's business also means that you may, from time to time, be asked to perform roles outside your original job description. This allows the company to utilise its people in the best possible way at all times and to help employees make their contribution to a changing environment.</i></p>
INTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Production team, regarding the scheduling and processing of content • Engineering team, to resolve technical issues • Client Management team (publisher support) • Customer Service team (end-user support)
EXTERNAL CONTACTS
<ul style="list-style-type: none"> • Publishers, to ensure that content and subscription files are provided to Publishing Technology in accordance with contractual obligations, and to ensure that customers are kept informed of any internal developments, which may be pertinent to the availability or appearance of their online content. • Typesetters, to ensure content is provided in accordance with contractual obligations. • Third parties working on behalf of the publisher such as Distribution Agents for the supply of subscription files. • IngentaConnect end-users to troubleshoot access queries.

Interested applicants should send their CV/resume to recruitment@publishingtechnology.com quoting the above job reference.