

Domain and Sales Administrator, Glasgow - Top 3 Managed Cloud Computing Company

Salary

£16,000 – £19,000 per annum DOE

The Company

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 400 talented staff in offices and datacentres across the UK. Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.

Easyspace, part of iomart Group, was one of the first domain name companies in the UK. Over the years, as customers' needs changed, we started to offer website hosting services, email services and even website design services.

Easyspace is delighted to offer this opportunity to join one of the UK's leading managed hosting companies.

Description

The role of Domain and Sales Administrator requires a passionate individual who has a love for detail.

The role involves working as part of the Easyspace Ltd domain and sales administration team, responsible for management of our client's domain names and packages. Assisting customers both internally and externally with maintenance of client's accounts through our online ticketing system and email as well as on the phone.

We are looking for a hardworking, analytical individual who is process driven and happy to work as part of a team or on their own. Candidates must have excellent interpersonal skills, stand out communication skills and an enthusiasm to learn and take on information.

Full training will be given on the management and administration of domain names.

Key Responsibilities

- Ensuring customers' orders are processed quickly and accurately
- Assisting our Head of Group Registry with domain administration (full training will be provided)
- Administer domain names using online systems.
- Registering, transferring and maintaining domain names for resellers, commercial and corporate customers.
- Responding to internal and external customers via team helpdesk tickets, emails, faxes, letters and phone calls quickly and appropriately
- Assisting support and sales teams with enquiries
- Managing your own customers
- Data entry
- Liaising with suppliers

Knowledge, Skills and Experience

Essential

- High level of attention to detail
- Excellent problem solving skills
- Excellent verbal and written communication skills
- Ability to build proactive relationships with your internal and external customers
- Be self-motivated and able to organise and prioritise workload
- Fast and accurate keyboard skills
- Computer literate and ability to use Excel
- Self-motivated, with a flexible approach to work

Desirable

- Knowledge of domain registries and domain names

What do we offer in return?

- We'll treat you to lunch once a month
- ½ Day off on your Birthday
- Long service benefits
- Breakfast on us every day including a hot roll on Fridays
- Snacks, drinks and fruit all day, everyday
- Free onsite car parking (excellent public transport links for non-drivers)
- Sharesave and childcare voucher schemes

Training & Development

As you can gather, we have a relaxed and friendly working environment but don't be fooled; you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through technical certification and our Management and Leadership Development Programme.