RedEye

RedEye Recruitment

UX IT Support/Operations Manager

RedEye is looking for a committed and enthusiastic individual with excellent technical troubleshooting and organisational skills to provide a range of support services for our busy London operation. Working with our friendly, growing Web User Experience/CRO Team, you will be responsible for developing and maintaining our usability test lab facilities, providing IT support, maintaining management information systems, processing invoices, and facilities management including meeting bookings, AV and comms equipment and liaison with building service contractors. This is a varied and demanding role which provides an opportunity to develop skills and knowledge in the growing area of UX lab software and hardware, including eyetracking.

The Ideal Candidate:

- You will have a strong service oriented attitude and the ability to deal effectively with people at all levels
- You will be able to manage your time effectively and deal with multiple demands
- You will enjoy developing creative solutions to technical problems
- You will have a rigorous and meticulous approach to analysis and record keeping
- You are prepared to work outside of standard office hours when required.

Skills required:

- Proven aptitude for IT troubleshooting and problem solving.
- Excellent team working skills.
- You will be comfortable learning and using new hardware and software, and do not require formal training in order to quickly understand how to get the most out of the tools available to you.
- You will have an aptitude for working with data and are comfortable using intermediate to advanced Excel spread sheet functions and features.
- Nice to have – experience of setting up and configuring PCs, networks and audio visual equipment
- Nice to have – experience of usability lab set up.
- Nice to have – previous facilities management experience.
- You must have fluent written and spoken English.
- You must be eligible and available to work in the UK immediately.

Benefits:

- A friendly, highly experienced and passionate UCD/UX team in which you will immediately become a key member.
- The chance to play a pivotal role in a growing company working with leading brands.
- An informal but hard working environment in elegant offices in Belgravia, located immediately adjacent to the heart of Victoria.
- 5 weeks holiday.
- Competitive salary.

RedEye International Ltd,
Oak House, Crewe Hall Farm, Crewe, Cheshire, CW1 5UE. Tel 01270 848 490, Fax 01270 848 499.
Company registered in England No. 4035064.

If you are interested in this position, please send a covering letter and your current CV to john.spong@redeye.com.

RedEye International Ltd is an online company focused on improving client results through behavioural marketing and analysis, transforming online data into more profitable customer relationships and helping major companies such as French Connection, Butlins, SuperDry, Scottish Widows, Haven Holidays, Gala, Coral and Budget Rent-A-Car.

RedEye services include:

- **Online tracking and web analytics**
- **Data services including segmentation and profiling, data capture and cleanse, data integration and sourcing 3rd party data**
- **Email and SMS marketing**
- **Usability and Accessibility**
- **Survey design and deployment**
- **Creative services**

For further information about RedEye's products and services, visit www.redeye.com

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