



ABa Quality Monitoring Ltd

Placement: Database / Software: Support Engineer

Our company:

ABa Quality Monitoring Ltd is a specialist provider of Mystery Customer Services and customer experience measurement tools, working with a range of clients across Retail, Leisure and Financial Services. Some of our current clients include Jet2Holidays, Post Office, Well Pharmacy, Estee Lauder Group, Fortnum & Mason, Ambassador Theatre Group & HSBC.

Through the design and implementation of bespoke Customer Experience Measurement programmes, we offer our clients an in-depth understanding of their customer experience. Established in 1990, ABa is a friendly family run business, based in Heaton Mersey. Over the last 29 years, the business has grown almost entirely through referral, with its 'family' having grown to 45 employees. We differentiate ourselves within our marketplace through having our own in-house Tech Team - an innovative & progressive essential arm of our business, designing & implementing bespoke data capture and reporting solutions for our clients.

The vacancy: Database / Software: Support Engineer

This role sits within our Tech Team, taking on an integral role within the team, supporting on a range of tasks, such as (but not limited to):

Database management & maintenance

- Designing & developing new databases for in-house use
- Implementing newly designed features across all our databases
- Overseeing data transfer & synchronization of several databases

Graphical Report Production

- Producing high quality charts & visual aids to present data to our clients
- Automating the production of graphical results
- Liaising with our Experience Team (& clients) to produce client centric results

Web

- Creation & maintenance of micro-sites for collection of data and client reporting

Specific skills and qualifications

No specific qualifications are needed, as 'on the job' training will be given, but the right candidate will...

First and foremost:

- Be bright, warm, analytical, and an excellent communicator (both verbal and written).
- Have an understanding, curiosity and interest in technology / technological solutions
- Be a team player

They will also have:

- An excellent work ethic, a can-do / pragmatic attitude and an enthusiasm to get the most of their placement by proactively developing their role within our business.

Salary/Benefits:

Up to 18K per annum

30 days holiday allowance (inc. bank holidays)

Placement timings

Start date: As early as possible in 2019

Duration: 12 months (potential to extend if interest on both sides)

Application process

Please send your CV and covering letter to Craig@aba.co.uk