Job Title: Ecommerce Specialist (Magento)
Department/Location: Ecommerce and Marketing / Exeter
Status: Permanent / Full Time
Reports to: UX & Development Lead
Responsible for: No Direct Report

Job Purpose:

This is a pivotal role within the Ecommerce team with responsibility for the administration, maintenance and development of the Sparex Magento 2.3 Ecommerce platform.

Candidates must have a natural aptitude for digital & analytical skills, with the ability to troubleshoot data/website/functionality related issues and communicate these clearly to the IT and development teams.

This is a superb entry level role for someone looking to gain experience within a high volume ecommerce marketplace in an established dynamic and growing business.

Key Responsibilities:

- Support internal and international teams with the rollout of new functionality, platforms and features across our global network of stores
- Help configure onsite, content, marketing campaigns and other promotional activity
- Assist the UX and Development team by designing, testing and evaluating new and existing website features & functionality
- Investigate, troubleshoot and resolve data/website/functionality issues and liaise directly with customers, local market and internal teams (IT, Product and internal project teams)
- Help improve the overall user site experience and play an active part in optimising user journeys and maximising onsite conversion rates
- Use Google Analytics, ZOHO and other internal Sparex tools to help identify appropriate site developments and improve overall site engagement & conversion rates

Mandatory Duties:

- Work with due regard to the health and safety of both yourself and others.
- Commitment to Equal Opportunities.

This job description is a guide to the minimum requirements of the job. It is not intended to restrict activities which will contribute to the growth and profitability of Sparex Ltd.

Signatures:

Employee Name:

Employee Signature: ....   Date: ....

Person Specification: *Key: A = Application Form   I = Interview*

	Description	Essential (E) or Desirable (D)	How Identified*
Experience	Previous work experience working with Magento in a high volume ecommerce role	D	A/I
Skills & Abilities	Ability to work independently and within a team environment	E	A/I
	Excellent PC literacy (Microsoft Excel, Word, PowerPoint)	E	A/I
	A natural ability to use a variety of web tools, applications and software such as (Pentaho, Google Analytics, ZOHO, Mailchimp, DotMailer, Adobe Creative Cloud Suite, Google Console and CMS platforms)	D	A/I
	Excellent time management skills with the ability to work under pressure	E	A/I
	Articulate, with excellent written and verbal communication skills	E	A/I
	Wide range of digital skills and experience, including knowledge of HTML, CSS, SEO, UX design, SQL, PPC, Regex, Bizagi, AB testing, online marketing	D	A/I
	Ability to think logically and troubleshoot data or website related issues from start to finish	E	A/I
Qualifications	Degree qualified or equivalent	D	A
Personal Qualities	Ability to build and maintain strong working relationships	E	I
	Ability to influence others and decisions	E	I
	Ability to work unsupervised and using own initiative	E	I