



## Technical Analyst

The Technical Analyst is involved in providing technical and implementation support for the delivery of client web projects and works closely with internal project teams to design, implement and update our bespoke CMS application.

This is a full time position.

### CANDIDATE PROFILE

As an experienced analyst you will come from a background such as a data analyst, web analyst, digital analyst or junior developer and will have a **genuine passion and interest in web technologies**.

Above all you will be **inquisitive in nature, able to think outside the box and innovate**. It is also important to have a **strong ability and willingness to learn and improve** processes, make technical enhancements continuously and **enjoy trouble shooting / problem solving**. As you will be working closely with other operational teams such as project management teams, account managers and creative team members you should be **comfortable communicating** across multiple functions and with clients.

The role also works with the Data Analyst to manage data on the platform, so you should have good Excel and **analytical skills**.

This cultural fit is as important to us as the technical skills which can be built upon with internal training.

### ROLE AND RESPONSIBILITIES

Working alongside a number of other departments such as project managers, account managers and creative teams, the role is varied, and duties might typically include:

- Define, set up and configure new client sites using our bespoke content management system
- Understand client needs and help define client projects from a technical perspective
- Manage ongoing website management, updates, new feature implementations, etc as required
- Work with the Data Analyst to manage system data on client sites throughout the life of the project
- Testing and quality assurance before launch
- Proactively manage bug fixes through their workflow to resolution
- Provide reporting on the performance of the client project/site and provide analytics
- Assist in testing and rolling out new features and improvements to the digital applications
- Create specifications and wireframing documents for more complex web projects
- Identify and troubleshoot technical issues
- Define and document processes and identify improvements
- Resolve project challenges by innovating using technologies (for example, development of independent applications or modules, implementation of new processes)

As with any role and with any web project, it evolves with time and ad hoc requirements and duties arise.

## SKILLS AND QUALIFICATIONS

- Ability to manage multiple projects and timelines and take ownership
- Confidence in managing clients
- Ability to innovate and find new ways with technology to solve problems
- Good listener and quick learner
- Ability to discuss projects and issues to technical and non-technical audiences
- Strong attention to detail
- Ability to work alone and within a team
- Strong troubleshooting skills
- Able to manage and analyse large amount of data using Excel
- Experience in open source development (ideally Ruby, jQuery, Python) would be a plus

## WHO ARE WE?

CR Worldwide is a market leader in reward, recognition, channel & sales incentive and event programmes. Our innovative platforms and events engage people, change behaviour and drive performance. We help companies grow by rewarding best behaviours from the people most valuable to their business - employees, customers, partners.

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## WHAT IS IT LIKE HERE?

CR is a relatively young company – founded in 2002 – in our 16 years, we have become a market leader in our industry and have been growing fast through high quality client service and project delivery.

We are based in modern offices in Stratford upon Avon. The vibe of the office is young, fun, dynamic, dressed down and creative, yet professional and focused. It sounds cheesy, but we really do work hard and play hard.