

Company: IndexTools

Location: Belgrade, Serbia

Salary/Wage: Competitive salary and  
bonus commensurate with  
experience

Status: Full Time, Employee

Job Category: Consultant (Web Analytics)

Relevant Work 2-3 Years plus  
Experience:

Career Level: Experienced (Non-  
Manager)

Education Level: Bachelor's Degree

## Web Analytics Consultant, Professional Services

IndexTools is a dynamic, market-leading web analytics ASP. With offices in Budapest and New York, and more than 200 resellers and agencies across the globe, enterprises and organizations worldwide use our cutting-edge web analytics and professional services to optimize their on-line investments. If you are committed to excellence, thrive on excitement, and have a passion for success, we'd like to hear from you.

IndexTools Professional Services group is responsible for identification of key solutions that match the needs of our key clients and prospects and delivery of advanced consulting, training and best practice services. Ability to understand customer requirements and IndexTools service and then combine and translate that information into increased customer success is critical, as is the ability to develop and maintain strong relationships with customers.

The position requires someone with demonstrated experience in consulting, and preferably in the IT, e-business, on-line marketing, or related market space.

The successful candidate will be responsible for:

- Collecting and documenting customer business requirements
- Configuring the application to meet customer requirements
- Performing on-site and remote implementation services and training
- Providing guidance to customers in the deployment of best practices
- Developing and "productizing" industry and marketing focused Professional Service solutions
- Developing and documenting best practices for customer and internal use
- Take active role in development of training program and documentation
- Working with the account, partner management and marketing teams to develop professional services products and close service sales opportunities

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To be successful in this role it is essential that you be/ have:

- Min 2-3 years experience in any of the following areas: IT consulting, professional services, web design, e-business, on-line marketing or related environment
- Bilingual or a Native English speaker, with excellent phone manners
- Excellent oral and written communication skills, including business/technical writing
- Able to work independently as well as part of a team
- Entrepreneurial spirit, enjoy working in a start-up environment, commitment to get the job done and ability to work well under pressure!
- Understanding of internet business models and online processes, technologies and concepts a plus
- General understanding of web analytics/statistic and web measurement technologies a plus
- Familiarity with web programming/scripting languages a big plus

The Professional Services Consultant reports to the Head of Professional Services. The position is based in Belgrade with travel to Budapest office, events and customers as required (around 30 days per year). Please e-mail resume and cover letter to: [tatjana.lukic@indextools.com](mailto:tatjana.lukic@indextools.com).

For more information about the company and other current job openings, visit <http://www.indextools.com/company/jobs.html>