



Title of Position: Online Services Technical Specialist

Duration: Full-Time, Exempt, Permanent | Monday – Friday | 8:30 – 5:30

Location: Raleigh, NC or Remote

Salary: commensurate with experience

Reports To: Under the general supervision of the Online Services Manager and General Manager

Summary:

Manages activities and projects that support Brand Fuel's ecommerce merch stores for its clients. Responsible for day-to-day technical operations and relationship management between ecommerce hosting vendor, internal and external clients and partners.

Essential Functions:

- Manage multiple projects simultaneously with tight deadlines on a consistent basis.
- Provide leadership and direction in planning, developing, and maintaining the web environment.
- Join sales team in client meetings/pitches when needed.
- Responsible for the exploration, implementation, testing and maintenance of new technology.
- Directs solutions to functional and technical problems.
- Helps to design, develop, and test programs and information systems delivered via the Web.
- Produce HTML updates.
- Execute and analyze online marketing initiatives.
- Any other task or duty as assigned or required.

Desirable Skills/Experience and Required Competencies:

- Understanding of front-end techniques for responsive cross-browser and mobile-first design.
- Strong proficiency in JavaScript, including modern ES6+ features, CSS/HTML.
- Basic knowledge of UX/UI design principles to create intuitive and user-friendly interfaces.
- Strong attention to deadlines.
- Strong project management and organizational skills and the demonstrated ability to work as a team player.
- A troubleshooting mindset and the ability to locate and solve technical bugs and break points.
- Experience and knowledge around integrating APIs for various services.
- Knowledge of security best practices, especially handling personal identifiable information (PII).
- Knowledge of search engine optimization (SEO) best practices.
- Understanding of accessibility.
- Strong verbal and written communication skills.
- Able to collaborate, negotiate and persuade, while maintaining positive relationships with employees, peers, clients, and third-party partners.
- Sales and marketing, creative writing, or retail background.

Job Specifications: (which we realize are slightly curious, but they are important, nonetheless)

- Ability to remain in a stationary position 50% of the time.
- Ability to move about inside the office to access file cabinets, office machinery, etc.
- Continually operate a computer and other office machinery, such as a cost/margin/sell calculator, copy machine, and printer.
- Frequently communicate with suppliers and clients about pricing and product information and exchange accurate information.
- Distinguish colors and assess imprint accuracies or inaccuracies.
- Vision clarity within 2 feet or less.
- Work with moderate to loud levels of music (rare heavy metal, punk and rap) and noise that is typical for the work environment.
- Ability to lift or force exerted occasionally up to 25lbs.
- Brand Fuel maintains a dog-friendly culture, particularly in the Norfolk, VA office.
- Work pressures, disturbances of workflow, and/or irregularities are expected and occur on a regular basis
- Make ongoing prioritization and re-prioritization decisions and communicate within a team.
- Project work must continue while assuring that day-to-day operations continue, and technical problems are resolved.

Application Process:

Please visit www.brandfuel.com. If, after review, you are interested in the promotional products industry and Brand Fuel, please email résumé: resume@brandfuel.com. Please mention who you were referred by or how you heard about the opportunity. Only qualified candidates will be contacted.

Conditions of Employment:

- The selected candidate will be required to pass a criminal history background check
- Job offers are contingent upon the execution of more detailed Employee, Sales, and Non-Compete Agreements.

About [Brand Fuel](#):

Founded in 1998, Brand Fuel is a free-spirited brand merchandising agency and web services firm with four offices/showrooms: Raleigh, NC, Va. Beach, VA, and Boston, MA. Brand Fuel coordinates the selection, design, decoration, and production of logo merchandise for clients locally and worldwide. Since its inception, Brand Fuel has won Best Places to Work, Best Website, Best Showroom, Best National Marketing Event awards and is recognized in the top .05% of the industry in revenues. Our grandest initiative and representation of company pride is our [B Corp Certification](#).

Brand Fuel provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Brand Fuel complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.