



Technical Support Manager

Hybrid working office based in Tunbridge Wells

Reporting to: Director of Customer Operations

Full time permanent role

JOB DESCRIPTION

As our Technical Support Manager, you will lead our technical support team and oversee the implementation of mpro5. This role involves managing a team of Technical Support Engineers, Technical Support Analysts, and Solutions Architects. You will ensure exceptional customer support, driving customer satisfaction and operational efficiency.

KEY RESPONSIBILITIES

This is a varied role that will depend on the requirements and activities of the team but will broadly encompass the below responsibilities.

- **Team Management:**
 - Lead, mentor, and manage a team of Technical Support Engineers, Technical Support Analysts, and Solutions Architects.
 - Foster a collaborative and high-performance work environment, promoting professional growth and development.
 - Conduct regular performance reviews, provide feedback, and set individual and team goals.
- **Technical Support Oversight:**
 - Ensure timely and effective resolution of technical support incidents, prioritising based on urgency and impact.
 - Oversee the investigation, triage, and documentation of reported incidents, ensuring accurate issue replication and detailed RCAs.
 - Monitor and report on support team performance, including key metrics such as response times, resolution rates, and customer satisfaction.
 - Ensure technical implementation and support knowledge base is kept up to date.
- **Strategic Planning:**
 - Develop and implement strategies to enhance the efficiency and effectiveness of the support and solutions teams, relating to common IT frameworks, e.g. ITIL.
 - Identify opportunities for process improvement and drive initiatives to enhance customer satisfaction and operational efficiency.
 - Stay updated on industry trends and best practices to continuously improve support and implementation processes.



- **Collaboration and Coordination:**
 - Work closely with other departments, including Product Development, Sales, and Customer Success, to ensure alignment and effective collaboration.
 - Coordinate cross-functional efforts to resolve incidents and deliver customer configurations.
- **Customer Engagement:**
 - Maintain strong relationships with key customers, acting as an escalation point for complex issues and ensuring clear communication.
 - Provide regular updates to customers on the status of their incidents and implementations, ensuring transparency and responsiveness.

PERSON SKILLS

- Proven experience in a technical support management role, preferably within a SaaS or MSP environment.
- Strong leadership and team management skills, with a track record of building and leading high-performing teams.
- Excellent problem-solving abilities, with a strategic and analytical mindset.
- Exceptional communication skills, both written and verbal, with the ability to convey technical information clearly and concisely.
- Experience in customer implementation and configuration, with a strong understanding of SaaS products.
- Familiarity with ticketing systems and support tools.
- Ability to manage multiple tasks and priorities in a fast-paced environment.
- Strong customer service orientation, with a commitment to delivering exceptional support and solutions.