

Customer Support Manager - UK

Job Purpose

The primary job role is to handle Customer projects and provide all levels of service to the customers. We are looking for highly talented and motivated personnel with a genuine passion for Customer Support.

Responsibilities

Customer Project Management

- Ensuring that the order has all the required information and can be fulfilled in the specified timeframe.
- Completing the Discovery phase.
- Coordinating with the customers and the internal teams to complete the project in a timely manner.
- Creating Project Plans and sending regular reports to the customers.

Customer Service

- Receiving calls (whenever requested) and resolving cases escalated by the customers as well as resolving cases escalated by First Level Support.
- Ensuring we provide solution within an optimal time frame.
- Logging all activities against the customer account/cases.
- Ensuring service is paid for.
- Documenting problem and resolution using Knowledgebase Articles for quick reference/response in future.
- Creating/Modifying Crystal reports.

Training

- Planning, packaging and delivering trainings for customers remotely or onsite.
- Get the customer acclimatised with the workings of Windowmaker (using trials and demos with programs and data on the Terminal Server).
- Preparing presentations and videos for the complex options.

Management

- Regular (daily/weekly) reports to the management.

Skills

- IT Background
- Analytical/technical bent of mind

Location: Surbiton UK, (Work From Home)

To apply, please send your updated resume with a covering letter to hr@windowmaker.com

