

European Technical Support Manager

Responsibilities

Key Responsibilities in the role:

Customer Project Management

- Ensuring that the order has all the required information and can fulfil the order 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
- Troubleshoot and resolve complex support incidents.

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
- Training First Level Support

Management

- Regular daily/weekly reports to the management
- Liaise with Sales and Development departments
- Assist with pre-sales analysis and post-sales project management and training

Data Projects

- Analyze and create Project specifications
- Data Setup based on specifications.
- Code/Release Testing and quality assurance
- Maintain standards compliance

Qualification and Experience

Engineering graduate with basic computer knowledge, preferably in software
Fluency in European languages, especially German and French, is highly desirable.

Min 1 to Max 8 years of Experience of Customer Support

Soft Skills

- Analytical, design and troubleshooting
- Research and analysis
- Excellent communication and interpersonal skills
- Ability to accomplish assigned tasks with minimal supervision

Do you have what it takes?

We are looking for highly talented and motivated Customer Service Managers with a genuine passion for Customer Support.