



# Support Manager

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Department Name: Operations



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# 1 Job Description

**Team:** Support Desk within Customer Operations Function

**Location:** Office (2 days/week minimum) & Home based

## 1.1 Role Profile (The purpose of the role)

This high-level role leads our Support Desk team and involves acting as the primary resource for owning complex technical issues and escalations. You will respond to support escalations, ensure the team provides expert technical assistance, mentor team members, and develop relationships with key suppliers and peers. Your focus will be on delivering high-quality customer support, continuous improvement of processes, and leading the team in incident management and technical excellence.

You will:

- Differentiate Cirrus from other CCaaS providers by delivering exceptional service and satisfaction
- be the “go to” owner, managing the complex technical issues and escalations.
- support escalations and 3rd line remediation
- provide high quality mentoring and support to other members of the technical team, including training and induction of new members
- provide excellent support to Cirrus’ customers, partners and colleagues through all aspects of service provision.
- develop relationships with peer groups within key suppliers, and internally, needed to progress escalations

## 1.2 The Scope of The Role

**Direct Reports:** Support Desk team x6

**Reports to:** Operations Director

## 1.3 Responsibilities of the Role

**Technical capability**

- Become fully conversant with the Cirrus suite, interactions between multiple systems, within the Operations function.

**Service**

- Provide personalised service (by phone) whenever practicably possible from self and team
- Deliver triage and prioritisation process review and preventative/self service activities

- Take ownership and oversight of all customer escalations
- Support the team in progressing and learning as part of this process.
- Take ownership and progression of incidents, including liaison with third party technical teams to a deep level of triage and investigation.
- Maintain P1 / incident oversight and input into Lessons Learned.
- Lead regular Customer Service REVIEW meetings with key customers and partners/suppliers – developing uniform, and valuable, collateral.

### Satisfaction

- Deliver excellent service to customers and partners via self and team
- Aim for First Contact Resolution from self and team at all times
- Develop and deliver CSAT measurement for all Support Desk interactions

### Continuous improvement

- Liaise with suppliers in the development of the team and its processes in support of the best resolution approach and performance of any issue logged with Cirrus.
- Self and team continuously update FAQ/knowledgebase with latest learnings and core team processes.
- Build relationships with technical resource peers within Cirrus to develop a virtual team to grow knowledge
- Continuously evaluate and improve support processes and procedures to enhance efficiency, scalability, and customer experience.

### Leadership

- Develop team as a recognised centre of excellence within Cirrus, from both technical capability and service provision perspectives (training, coaching, mentoring)
- Be the primary escalation point for our 1st and 2nd line team members
- Be a key member of the Incident Management Team, taking the technical lead on incidents and their resolution
- Own active Escalation management and feedback on Root Cause Analysis, and resulting changes to team approach and supplier engagement.
- Provide route into the service team for Project Handover from PMO team and provide bridge for customers as they move into BAU.

## 1.4 Success Measures (What success looks like in this role)

- Develop and deliver training programs to enhance the technical skills and knowledge of the support team
- Customer focussed resolution of escalated and technically complex tickets
- Continuous updates of FAQ/knowledgebase with latest learnings
- Team coaching that evidences improved capability with appropriate development plans.

- Delivery of KPIs with the Team Manager (including metrics and actions to enhance the BAU approach such as FCR, CSAT, telephone vs email resolution ratio etc)
- Demonstrable project/product handover into the Support Desk team BAU process and staff.
- Demonstrable onboarding and capability of new product onboarding.
- Better core process and improvements to the Supplier technical engagement.

## 1.5 Experience

- At least 2 years in a supervisory / team leader role in an IT / software / Contact Centre role, predominantly consisting of supporting and troubleshooting escalated or technically complex incidents
- A strong depth of experience in the IT and/or Telecoms industry and an understanding of the Contact Centre / CCaaS arena with a focus on voice/digital
- Demonstrable success in managing complex issues and in communicating to various levels in support of progressing and resolving said issues.
- Demonstrable experience in overseeing a service/support desk effectively managing, developing, coaching a team of Service Desk Analysts
- Experience in delivering customer services and support in a Channel environment.

## 1.6 Skills

- Highly IT proficient in Cloud based technologies (AWS), core Microsoft 365 products, CCAAS/SaaS solutions and SIP trunk technology
- Strong and confident coach, communicator, and team player, enabling our team to deliver their best. Excellent verbal and written skills, with confidence to present in front of the team.
- Confident in engaging customers, partners and colleagues on difficult subjects and in difficult situations. Ability to explain technical concepts to non-technical stakeholders
- Work effectively in a multi-supplier/product environment and managing third party suppliers.
- Pragmatic, strong communication skills, the ability to “think on your feet” and effectively problem-solve in an analytical and methodical way
- Excellent time management and organisational skills enabling
  - commitment to delivering to tight deadlines
  - a drive and ability to manage, and contribute to, multiple incidents/service tickets.
- Dedication to delivering excellent customer service and intelligent solutions
- A “can-do” attitude, the willingness to go the extra mile
- Willingness to engage outside of working hours as required for P1 incident management and resolution
- The ability to lead/motivate others and work under pressure with plenty of initiative will all be key

## 1.7 Qualifications and Requirements

- There are no formal qualification requirements for this role.
- Native or fluent spoken and written English is essential for the role.
- Experience with developing and implementing Self-Service strategies and incident management
- Understanding of ITIL and equivalent service management processes and procedures would be advantageous
- Previous use of Salesforce would be advantageous

## 1.8 Security Protocol

- As part of this role, you may be required to go through enhanced background checks. It will be essential for you to cooperate fully with the application process to obtain future DBS and BPSS, or other enhanced background checks as required.
- The Company is required by law and other regulations to comply with data protection and confidentiality and best practice information security governance.
- It is therefore your responsibility to maintain Company and client confidentiality at all times. You must not disclose any secrets or other information of a confidential nature relating to the Company or its business, or in respect of any obligation of confidence which the company owes to any third party, during or after your employment expect in the proper course of employment or as required by law.
- It is your responsibility to understand our Information Security Policy in full and to implement any further developments as required.
- It is your responsibility to observe and be compliant with all additional regulations in the Employee Handbook.