

JOB DESCRIPTION

Role: Technical Support Manager
Reporting To: Head of Customer Operations
Location: Derby

Background Information

Griffin Internet is one of the longest established and fastest growing independent Internet Service Providers in the UK. The Customer Operations Department consists of the Technical Support and Operations teams and is responsible for delivering consistent, high quality support to Griffin's customers.

The Technical Support Team are responsible for delivering industry leading technical support and customer service to Griffin's first line customer base and Partners.

Primary Functions

- Management of the both the First Line Support and Partner Support teams.
- Ensuring that all KPIs are met or exceeded.
- Ensuring consistency of approach in all aspects of the customer service experience.
- Managing escalations to meet agreed SLAs.
- Ensuring that all new products are integrated into the existing support structure.
- Working with the other areas of the Customer Operations department to deliver a high standard of support for customers

Secondary Functions

- Deputise for the Head of Customer Operations when required.
- Provide input to the Head of Customer Operations for the personnel development process.
- Contribute to the hiring and selection process.
- Assist in training new staff when required.

The Candidate

- Will have a strong background in a Customer Support environment, ideally with Service Provider or Managed Services specific experience.
- Will have excellent troubleshooting skills.
- Will have a positive attitude.
- Will have a strong belief and experience of the fact that all problems have a solution.
- Will have an interest in people and their motivations.
- Will have strong interpersonal and communication skills.
- Will be flexible.
- Will be well organised and possess good planning and time management skills.
- Will be flexible to accommodate peaks in workload
- Working unsociable hours will be required from time to time, and at short notice.
- Working away from home will be required from time to time
- Will be calm and cool in crisis

This job description is a guide to the work that the post holder will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It is expected that the post description will

be regularly reviewed by the post holder and his or her manager. These discussions will normally take place during the Performance Development Review. Where appropriate, an agreed amended job description will be produced.

PERSON SPECIFICATION

Role: Operations Team Leader

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> IT Qualification. Evidence of relevant continuous professional development. Educated to A' Level or equivalent. 	<ul style="list-style-type: none"> Educated to Degree level.
Experience	<ul style="list-style-type: none"> Minimum of one years' experience in a Management position Must have proven track record in developing and improving processes and people. 	<ul style="list-style-type: none"> Worked within a Service Provider or Managed Services environment.
Specialist Skills	<ul style="list-style-type: none"> Exposure to mission critical IP environments. Good knowledge of IP protocols and applications. Good interpersonal and communication skills. Excellent planning and organisation skills. 	<ul style="list-style-type: none"> ITIL. Budgeting experience.
Disposition	<ul style="list-style-type: none"> Ability to work under pressure. Customer focussed. Calm in a crisis. Ability to work on own initiative and take responsibility. Responds positively to change. Ability to learn new skills. Good time management skills. Good team worker. Ability to deliver commitment to continuous improvement. Professional attitude to work. Ability to successfully manage conflicting priorities. 	
Circumstances	<ul style="list-style-type: none"> Flexibility to accommodate peaks in workload Working unsociable hours will be required from time to time, and at short notice. Working away from home may be required from time to time. Ability to take part in an "on-call" rota. 	