



# Zen Internet Role Specification

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## **JOB ROLE: Technical Support Manager – Managed Solutions**

### **Key Deliverables**

A new opportunity has arisen within Zen for a Managed Solutions Manager.

The post holder is responsible for managing a team of Service Delivery and Support Specialists to provide first class service and post sales support to Zen Internet's Managed Service customers.

The team manage the provision, maintenance and repair of complex network and hosting services for Zen's enterprise and corporate customers.

The successful candidate will be experienced in leading and developing a support team within a managed services environment.

### **Key Responsibilities**

- Manage a support team to provide first class post sales support to Zen's Managed Service Customers
- Provide input into the pre sales process and act as a lead on support and service issues, strategy and approach
- Develop and grow a new post sales Service Management function
- Set clear objectives, evaluate progress and instil a high performance culture with focus on team work, service excellence and ownership for resolving customer issues
- Set-up, manage and improve standards and procedures within the team
- Ensure working practices are well defined and operational with minimal disruption using technology to improve efficiency as appropriate
- Manage the team and individual performance, technical and skills development
- Encourage open communication between team members, suggesting and driving forward ideas about how the team can work more effectively together
- Cascade business objectives and targets to the team
- Review daily priorities and take appropriate action to ensure results are achieved
- Remain aware of new product developments in the area of network technology providing input and tactical direction to the business on customer service and support challenges
- Liaison with the internal functions including sales, product management, engineering, network operations, provisioning and other service functions
- Ensure high quality, up-to-date documentation exists for all service arrangements
- Ensure test labs are maintained to agreed standards and all relevant testing is documented
- Provide input into the company service strategy

## **Candidate Profile**

- Experience leading and developing a support team in a managed service environment
- Previous experience in an Internet Service Provider or Managed Service business
- Able to juggle priorities to meet deadlines without cutting corners
- Follow up on and take responsibility for unresolved issues or escalations
- Experience of driving change initiatives in a service environment
- Experienced and conversant in Service Level Agreements and Operational Schedules
- Able to identify Business Development opportunities
- Technical understanding of Networking and Hosting technologies and solutions
- Experience of working with Cisco MPLS networks
- An understanding of TCP/IP
- Able to develop effective relationships internally at a variety of levels and work closely with commercial departments such as sales and product management
- Effective interpersonal and communication skills
- Experience improving and developing the knowledge & skills of others
- Able to work on own initiative to develop the team
- Excited by the Internet and emerging technologies
- CCNA qualification an advantage