

Zen Internet Role Specification

JOB ROLE: Technical Support Operations Manager

Key Deliverables

Zen Internet is a market leading provider of Internet Services with a reputation for providing first class support and service to customers. Our reputation has been endorsed by customers, industry awards and independent media reviews.

To continue to build on this reputation we are looking to recruit an experienced Technical Support Operations Manager to lead and develop our 1st & 2nd Line Technical Support Teams. Reporting to the Head of Customer Operations you will be responsible for leading, managing and developing 8 Technical Support Team Leaders and will oversee the daily operation of a technical support department which currently employs 80 staff.

Key responsibilities of this customer-centric role will be to drive service excellence, define operational performance standards, streamline business processes to enhance performance and provide efficiencies whilst developing a high-performance culture which supports Zen's ambition to provide the best ISP service in the UK.

The ideal candidate will have experience in a similar role within a dynamic technology led business - ideally within the ISP sector. You will also have a track record of providing leadership to highly skilled teams and delivering outstanding service to a demanding customer base of business and residential customers.

Your leadership, influencing & relationship building skills will be complemented by a hands on approach to managing change and you will have a natural talent for motivating and getting the best out of the teams working under your direction.

Key Responsibilities

- Manage and motivate the support department to provide first class telephone and e-mail support to Zen's growing customer base
- Set clear objectives, evaluate progress and instil a high performance culture with a 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
- Develop the management skills and technical capability of team leaders together with the development of a robust succession planning process
- 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 and develop a culture of continual improvement
- Review daily priorities and take appropriate action to ensure results are achieved
- Remain aware of new product developments and provide input to the business on customer service and support challenges
- Close liaison with internal functions including customer services, sales, product management, engineering, network operations, provisioning and other service functions
- Provide input into the company service delivery strategy

Candidate Profile

- Highly customer focussed with a desire to shape the department around the needs of our customers
- Experienced in leading multiple customer facing teams
- Significant experience in a similar role
- Experience of leading and developing a technical support department within a dynamic, technology led business – ideally within the ISP sector
- Tangible evidence of delivering service and process improvements
- Able to juggle competing 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
- 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 both written and verbal
- Experience improving and developing the knowledge & skills of others
- Able to work on own initiative to develop the team
- Keen interest in the Internet and emerging technologies