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Customer Support Manager

JOB DESCRIPTION

COMPANY	ROSCOM Ltd	LOCATION	Derby
REPORTING TO	Head of Services & Support	VERSION #	1.1
JOB REF	Customer Support Manager	DATE	August 2001

ROLE OBJECTIVES

To run, and continuously improve, a successful proactive support team that provides internal and external support for the company's bespoke products and technical projects around the world.

ROLE AND RESPONSIBILITIES

Represent the customer's best interests, or, where there is a conflict of interest between the customer and the company, to ensure that the customer's point of view is always raised.

Meet with customers when appropriate, either at company premises or at the customer's site.

Ensure that the Terms and Conditions of customer Service Level Agreements and time scales of the projects are met. Negotiate with the customer / sales team to achieve a mutually-satisfactory compromise where the full terms of an SLA or a scope of work cannot be met immediately.

General management and resource management of the Department, for the benefit of both the customer and the company, including recruitment and day-to-day staffing activities.

Control all customer support requests received, allocating responsibilities.

Provide Management Reports of Customer Service Department activities to Senior Management.

Ensure that Quality Assurance for all CSD activity is maintained to company standards, customer expectation and any specific SLA requirement, including adherence to company processes, regular customer satisfaction reviews and appropriate escalation of customer complaints.

Maintain suitable records relating to all customer training/commissioning activities.

Work with Sales Account Managers to ensure customers issues are identified and dealt with in an efficient manner

Exercise financial control of the department, authorising overtime and out-of-hours and holiday support

cover where required.

Ensure staff are knowledgeable and fully trained in their activities (to include upgrades, code or script writing, customer database maintenance, company product testing and 'buddying' of new staff.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Minimum 3 years running a support department

Must be able to travel both within the UK and overseas (sometimes at short notice)

Experience of customer-facing, technical product support

Degree in computing, business or financial area

PREFERRED SKILLS

Experience of working in a projects environment

ADDITIONAL NOTES

Person Specification:-

Attentive to detail and take pride in your work

Aware of the implications of working on live customer equipment

Friendly and reliable

Good organisational skills with the ability to prioritise

Confident telephone manner with excellent communication skills

Work well as part of a team

Ability to work under pressure to deliver a high standard of service

Self-motivated and have the ability to motivate others

Conscientious and able to use own initiative