

Technical Service Manager – US Shift

(Internal Only)

About the role

Reporting to the Technical Services Director, the Technical Service Manager (TSM) will work closely with the Service Delivery Managers to achieve Service Level Agreement (SLA) compliance. They will work with Technical Resource Managers to build dedicated support teams for customers based on technical environment & service requirements. They will also be involved with new customer onboarding, ensuring that the technical support teams are ready and that there is sufficient capacity so as not to impact general service delivery. The TSM is required to perform an Incident Manager role on P1 incidents.

The candidate should be open to new ways of working and willing to learn innovative technologies. This is a full-time role supporting US business hours and the successful candidate will need the ability to work both on a customer site and as part of a remote team.

As this role is an internal appointment and will be facilitated within existing headcount, it is a requirement that candidates will already be established members of the Technical Services team.

Responsibilities:

- Support SDMs in managing the support service to the contracted SLA
- When required, participate in Service Review Meetings organised by SDMs
- Perform Incident Manager role on P1 incidents
- Manage completion and publication of RCAs and ensure preventative actions are implemented
- Work with Technical Resource Managers to build dedicated support teams for customers based on technical environment & service requirements
- Work with GS & PS to plan customer on boarding
- Support consultants on technical issue resolution and act as an escalation point for technical support incidents / tasks
- Implement service improvement initiatives and help to plan, design and execute process improvements
- Keep abreast of current trends and technologies & source training where necessary
- Manage the introduction of New WoW / automation / new tools
- Work with CSMs & SDMs to identify opportunities for customers to reduce costs and increase GM
- Manage Patching/Maintenance (calendars)
- Represent client needs at the weekly CAB (Change Advisory Board)
- Presales support to manage requests for information e.g. Tools Release, Oracle software end of life.

Candidate Skillset

- Bachelor's degree preferred in a relevant field or equivalent experience



- Minimum 4 years' experience in complex, business critical technical application delivery management role, ideally with ERP or similar technologies
- Strong oral and written communication skills in English & proven analytical and problem-solving skills in a complex technical environment. The candidate will also need the ability to work with a mix of remote and office-based resources.
- Strong detail orientation with the ability to follow defined processes and proven experience of working in a result driven environment.
- Have demonstrated an ability to learn new technologies and apply them.
- Systematic approach to problem resolution and a demonstrated ability to work effectively with and assist others in a team environment
- Strong working knowledge of Microsoft products such as Word, Excel, Powerpoint, Outlook.

To apply:

CV to careers@redfaire.com with your name and 'Technical Service Manager' as the subject by Friday 30th January.

Please note this role is an internal vacancy.