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# Example of Support Manager Job Description

Our growing company is searching for experienced candidates for the position of support manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for support manager

* Identifying strengths/areas of opportunity for each member of the process team and build individual development plans
* Influencing decisions related to sourcing approach for individual projects
* Effectively manage/coach/motivate the needs of your team while meeting business objectives and targets
* Manage team performance by providing coaching to team members to encourage performance improvement
* Set objectives, goals and due dates for assignments
* Provide guidance and resources to manage all aspects of professional development for large team by facilitating appropriate training, coaching and collaborative performance feedback
* Evaluate individual and team training needs and collaborate with appropriate business owners to enable training opportunities
* Work collaboratively with employees to meet schedules, business objectives and resolve problems
* Frequently interact with functional peer groups to gain cooperation of others and/or conduct presentations concerning specific projects or schedules
* Provide situational analysis and provide recommendations as required

## Qualifications for support manager

* Minimum five years previous participations, accounting, audit or financial related experience required
* BA/BS in IT/IM or a science
* Clear decision making and negotiation skills, especially when faced with contradictory and competing information and stakeholder needs
* The ability to distil complex information and present it in a simple and understandable manner – quickly
* Independent and trustworthy influencer, at all levels of the business, ranging from the General Manager to our most junior engineers
* Fantastic at enabling other busy people around them to focus by delivering opportunities for repeatability