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# Example of Support Program Manager Job Description

Our company is growing rapidly and is hiring for a support program manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for support program manager

* Envisioning and gaining support for a three-year strategy of assisted support
* Negotiating efficient and reliable processes and policies across partner teams to systemically eliminate dependencies
* Migrating support contact work from non-operational teams to formal contact center operations
* Setting near, medium and long-term operational goals for our largest support team
* Providing high quality contact forecasting
* Owning the development of instructional content for transitioning programs
* Advocating with peer teams to ensure effective quality monitoring and coaching programs are in firmly place
* Enabling robust feedback mechanisms from our contact support team (both data-driven and anecdotes)
* Developing mechanisms to seamlessly support vendors with new program and tool launches worldwide
* Lead expansion into new support channels (e.g., phone, chat) for vendor support

## Qualifications for support program manager

* Ability to proactively learn and navigate complex business environment consisting of primary client area of responsibility, senior client leadership, external client customers and their operations, primary systems integrator and other vendors and proven ability to form relationships in this environment
* Given the criticality and visibility of this role, this individual will have a strong IT background, project management experience and must be effective working in a matrix environment
* SAP or similar operating system experience
* The ideal candidate for this position is an excellent communicator who possesses a combination of business acumen, technical and interpersonal skills
* Sufficient Leadership experience to effectively interface with internal/external customers, companies/teams, and community leaders at all levels
* Demonstrated Program Management Best Practices skills/results related to Execution, Finance, and Risk Management