Our innovative and growing company is hiring for a senior technical support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for senior technical support

- Credible leader with the ability to motivate and influence the performance of large operating teams
- Work with colleagues to share best practices and interface with Workforce Management to identify and implement contingency plans to deliver cost-effective solutions and effectively deal with any service impacting anomalies in a technical environment
- Reliable for conducting annual Performance Reviews and Career Development Plans of direct team managers and ensuring semi-annual & annual reviews are conducted for all front-line staff
- Reliable for recruitment, development, retention and engagement of frontline employees and team managers, by creating and implementing plans which build a culture of employee engagement and support a safe working environment
- Work with counterpart SCCM Administrators to ensure patch compliance from Microsoft and other third-party software vendors
- Ensure the overall health of the SCCM environment
- Create and run reports on endpoints and users as requested
- Provide third level support for users and train Jr
- Maintain and update technical documentation
- Test and evaluate new hardware

Qualifications for senior technical support

- SAP Licence Control (3rd parties)
- Run the Bank process and technologies
- At least 8 years' experience in professional services or technical support roles
- 2 years' experience with OpenAPI (Swagger) specifications and YAML
- 2 years' experience deploying and managing applications on cloud based hosting solutions AWS-EC2/S3, Azure, Google Cloud or Heroku