



Example of Support Manager Job Description

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Our growing company is hiring for a support manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for support manager

- Building and maintaining strong relationships with supply chain services peers and business line colleagues while building knowledge of bank policies and regulatory requirements to be viewed as a subject matter expert
- Use open and honest communication to articulate the team's business objectives, goals, procedures, policies, schedules and results
- Manage and translate business requirements into applications specific implementations to provide services required to support the Absa business processes support with the design through to implementation of product applications as per business requirement to delivery product to customer
- Provide skilled staff to execute BCM and disaster recovery (DR) plans and procedures support with application testing
- Establish and execute the forums to manage vendor and customers
- Manage the adherence to industry standards and best practices Information Technology Infrastructure Library (ITIL) and Control Objectives for Information and related Technology (COBIT)
- Take responsibility to ensure all Aftersales business is handled in a common way throughout the region
- Develop the sales of parts, workshop hours and other soft products throughout the region
- Ensure correct levels of Aftersales support is provided to customers
- Provide support to the branch managers as require customer meetings, query resolution

Qualifications for support manager

- A solid track record leading cross functional teams and developing software applications following structured SDLC processes in a regulated environment
- Application development experience sufficient to provide triage for complex technical issues
- 7-10 years of experience in Production Support and Operation with detailed understanding of ITIL 3.0, coupled with proven ability and demonstration of leadership skills
- 7-10 years of experience in the ECM field (DIS/DMS) with Kofax , Filenet ,CMOD and API technologies
- 5 plus years of experience in people management of full time and contract team members
- Ability to motivate and mentor the team members