Technical Support Manager

Department: **Information Technology Team**
Reporting Structure: **Information Technology Director**
Salary: **£33,400 - £42,016**
Location: **Oldbury**
Work hours: **9:00 - 17:00**

Summary:

We are looking for a skilled Technical Support Manager to join our team in the Human Resources industry. The ideal candidate will have a strong understanding of technical support best practices and proven leadership experience. This role is essential for resolving technical issues with our HR software, enabling HR professionals to focus on their core responsibilities. The Technical Support Manager will oversee daily operations, collaborate with cross-functional teams, and uphold standards for excellent customer service. A blend of technical expertise and management skills is necessary to create a customer-focused environment. If you are a dedicated professional passionate about technology in HR and capable of leading a talented team, we invite you to apply.

Responsibilities:

- Oversee and manage the technical support team to ensure timely and effective resolution of customer inquiries and issues.
- Develop and implement support strategies that enhance the customer experience and reduce resolution times.
- Train and mentor support staff, providing guidance on technical issues and customer service best practices.
- Collaborate with product development teams to relay customer feedback and suggest improvements to software and systems.
- Monitor support metrics and performance indicators to assess team effectiveness and identify areas for improvement.
- Establish and maintain knowledge bases and documentation to enhance support processes and provide quick reference for support staff.
- Prepare regular reports on support activities, trends, and customer satisfaction to improve management of potential issues and areas for growth.

Preferred Skills:

- Solid grasp of HR software and systems with troubleshooting skills.
- Strong leadership and team management abilities focused on staff training and development.
- Capable of analyzing complex technical problems and delivering effective solutions under pressure.
- Excellent written and verbal communication skills for customer interactions and team collaboration.
- Proficient in using support ticketing systems and CRM software.

Qualifications:

- ✓ Bachelor's degree in Computer Science, Information Technology, Human Resources, or a related field is required.
- ✓ Proven experience in a technical support role, with at least 1 year in a management position.

Benefit

- Health insurance benefits.
- Professional development opportunities.
- Retirement savings plan (Pension)!