

Position Title: Assistant Support Manager
Position reports to: Services Manager
Direct Reports: N/A
Office Location: Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The Support Desk Manager position is a management function within the organization. As such, the position comes with a high degree of accountability and responsibility. The below list is not exhaustive, it merely represents a brief summary of some expectations.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Ensure employment of suitable personnel and maintain adequate staffing levels within agreed parameters.
- Ensure effective training for support staff by scheduling ongoing training programs.
- Schedule support staff in a manner to ensure uninterrupted support service to our customers.
- Ensure that support issues are dealt with in an effective manner by reviewing the daily call log and take corrective action where required.
- Also paying attention to the age analysis of case, 72 hour no update and change of priorities
- Ensure that problems or complaints are actioned without delay and that effective follow-up action takes place to avoid recurrence.
- To take disciplinary action where outstanding service delivery is not present – to hold all employees to impeccable standards
- To set, maintain and continuously improve support standards by setting targets and measuring actual performance daily, and acting immediately where low performance is present
- Monthly staff performance stats – report back to Service Delivery Manager on monthly performance and low performance so it can be formally addressed
- Quarterly staff KPI discussions
- Weekly; monthly; quarterly and annual team specific reporting and dashboards for management. Working together with the Incident Management team to address non-process adherence
- Finding root cause issues with the help of incident managers and addressing them entirely
- Implement and maintain procedures which contribute to increased efficiency in terms of customer support, i.e. functionality, reporting, automated tasks, etc.
- To employ sound decision making when dealing with customer support issues, i.r.o. escalation (EAME, USA and others) resolve customer issues in the most efficient manner, in the shortest possible time.
- Monitor client SLAs daily and monthly and address proactively
- To make sure the pipeline is adhered to daily and out of SLA cases are addressed each day

- Check that cases are logged have the correct priority, logged in the appropriate categories, assigned to the correct person/team/skill set and that the grammar is correct – NB!
- Check that cases are updated with solution details – NB!
- Monitor calls in the queue and ensure the phone status is set to ready – and the first line team is achieving an 80% SLA daily, take action where this is not happening
- Check the Support Email queue for cases logged directly by the clients – monitor Lorge daily with the case logger
- Coach agents/technical staff when problem areas are identified.
- Manage staff time keeping and address accordingly, manage all sick leave where abuse is found
- Manage and trend escalations
- Conduct post analysis to ascertain if the escalation could have been avoided, identify gaps and implement corrective measures to ensure that such an incident/escalation does not occur again.
- Assist with creating incident reports where necessary
- Identify repeat issues and assign to the appropriate team for long term solution – NB!
- Investigations regarding SLA non-achievement
- Manage and reduce costs through capacity planning i.e. Overtime, Petrol Expense, Standby, Training and Variable Costs
- Print the productivity report from CRM.
- Listen to voice recordings and make sure QA processes are of good standards
- Monitor the support desk plan and take action on supervisors who are non-compliant
- Ensure the Dashboards and Cisco admin are active.
- Approve leave / claims in ESS (N/A)
- Manage the Micros schedule

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Contribute to employee welfare and show strong human resource management skills; act in a consistently fair manner when dealing with employees; enforce discipline and encourage good performance.
- Actively contribute to the growth and advance of the company by investing and recommending alternative business models, systems, products, which could potentially contribute to growth or reduce expenditure.
- Complete any additional projects which may be assigned from time to time. Such projects may well be outside the scope of the day-to-day responsibilities incorporated in this Job Specification.

Contact Person: [Mpho Mogagabe](#)

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