Adapt IT Vacancy

Support and Escalations Supervisor

Location: Johannesburg
Business Unit: Micros

Role Description:
The Support and Escalation Supervisor position is a support desk leadership 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.

Role Requirements:
- Provide coaching to agents where technical and operational gaps are identified.
- Ensure that agents have arrived on time for their shifts.
- Ensure that agents adhere to shift break schedule and that there are no agents going for breaks in groups.
- Ensure that agents are logged on to their phones and available to assist clients.
- Ensure that you are logged in your phone and available to take client escalations.
- Monitor and manage the assignment of calls within the team and to other teams.
- Ensure that problems or complaints are actioned without delay and that effective follow-up action takes place to avoid recurrence.
- Provide technical support on escalated issues.
- Manage and coordinate major incidents (Priority 1 and 2) for all clients.
- General supervision of the support desk.
- Effectively delegating shift tasks and ensure accomplishment after hours.
- Address all irregularities within the team with management
- Real time support and coaching of agents in person and across electronic media.
- Identify and advise management of procedures that may require updating or reviewing within the team/business.
- 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.
- Check that incoming emails are logged within acceptable time frames and responded to the clients with a case number (email must not be a copy & paste from CRM with odd highlighting or fonts)
- Check that cases being logged have the correct priority, logged in the appropriate categories, assigned to the correct person/team/skill set & that grammar is correct.
- Check there are no queues where people have gone off shift

- Check pending cases daily & frequently check for suspended cases
- Check the Fidelio & S&C queue (Opera only)
- Check the 3rd party queue (Opera Only)
- Any other tasks deemed appropriate.
- Identify repeat issues & assign to the appropriate team for long term solution.
- Monitor the MOS queue for closed cases.
- Ensure the Dashboards & Cisco admin are active
- Check that the support phone is on & charged
- Manage your teams QA function
- Manage teams performance based on the support desk plan
- Provide handover reports daily after every shift

Skills, Experience and Knowledge:
- 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

Adapt IT is committed to successfully implementing employment equity initiatives that actively promote our Broad-Based Black Economic Empowerment (B-BBEE) policy.

Closing date:	31 August 2019
Contact person:	Absai Gama
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Position status:	Vacant

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