

**Position Title:** Service Delivery Team Lead  
**Position reports to:** Product Manager  
**Office Location:** Adapt IT Johannesburg Campus

## PURPOSE OF THE POSITION

Leading the EasyRoster support team on a daily basis, ensuring that client service levels are met and client expectations exceeded. Planning and implementing support strategies and operations, as well as continuously improving systems and processes.

Providing customers with product and technical support; telephonically and via other channels (e-mail, online, web). This role includes provision of EasyRoster support, training, implementation and consulting.

## PRIMARY RESPONSIBILITIES FOR THE ROLE

- The following are the primary responsibilities for the service delivery team lead role:
- This person must support EasyRoster clients from a functional and technical standpoint, provide client training and implementation support, and provide a consulting service to assist clients in attaining maximum labour efficiency;
- Ensure that each support team member is capable of providing the full support function at an exceptional level;
- Plan and execute the after sales process by ensuring that implementation, training and follow-ups are performed in an exceptional and timely manner;
- Ensure that a sufficient number of support team members are on station during working hours;
- Provide inputs with regard to new or enhanced functionality required in future releases of EasyRoster;
- Keep up to date with new functionality when new releases of EasyRoster become available and update the support team on this new functionality;
- Manage and provide leadership to the support team;
- Perform performance reviews on support team members;
- Initiate corrective action to reduce the number of support calls;
- Oversee the daily operation and administration of the support team. Ensure that all processes to enable support are well-designed and executed, including escalations.
- Optimise all support channels to achieve optimal results (telephone, e-mail, remote support and electronic knowledge base).

## QUALIFICATION AND EXPERIENCE REQUIREMENTS

### Education and Qualification

- Minimum Grade 12

### Relevant Experience

- At least 8 years of experience on EasyRoster support
- Credibility within the workforce management sector to act as spokesperson for the company during meetings and workshops with groups of users from local and international workforce management and client institutions.
- Sufficient understanding of EasyRoster to fulfil the role of advisor to senior Business Analysts, Developers, Support Staff and Consultants in respect of the Software.
- Existing relationships with EasyRoster users are an advantage
- Very strong verbal and written communication skills
- Excellent people and management skills to interact with staff, colleagues and cross-functional teams, and third parties

### Attributes

- Strong collaboration skills
- Resilient and maintains a positive outlook
- Communication and presentation skills
- Innovative
- Problem solving
- Data literate
- Organised planner
- Integrity and authenticity
- Influencing
- The ability to address groups of users and facilitate workshops
- Act as a leader within the company
- Excellent team leader
- Driven by making a difference for the client

Contact Person: [Nic Cox](#)

Apply Here: <https://www.dittojobs.com/jobs/view/651472707>

Vacancy Status: [Open](#)