

POSITION DESCRIPTION

Support Services Team Lead

About RITEQ

RITEQ is an Australian founded Software company focused on Workforce Management Solutions. We operate throughout Australia and internationally, providing innovative cloud-based software that delivers benefits to medium to large sized organisations across a wide range of industries including government.

We improve how organisations engage with and maximise the full value of their people – starting with ourselves! We passionately believe in the power of an engaged and happy workforce. By promoting community and a growth mindset, we foster empowerment, creativity and personal fulfillment. The result is in the innovation that drives and excites us – to simplify complex business problems.

About the Position

The main purpose of the role is to manage a team of Support Consultants (L1) who are operating the first line component of the Support Services within the RITEQ WFM product. The Team Lead will be expected to provide leadership and develop a Customer First culture within the team as they represent RITEQ for all customers who access the WFM system.

- Adhere to RITEQ values and promote them in the daily performance of your duties
- Proactively manage team performance, aiming to exceed SLA targets, recommending and implementing action plans to address any shortfalls
- Day to day management of Level 1 Support consultants
 - Ensure the consultants are delivering excellent Customer Services
 - Ensure the call logging system (CRM) is accurate, fit for purpose and is used efficiently and effectively by the team
 - Be responsible for the operational management of call assignment
 - Discover, diagnose and triage user problems effectively and efficiently
- Lead in the development of good customer services practices
- Identify any areas for improvements that ensure the continuous improvement of service and processes within the team
- Provide ongoing mentorship and support to L1 consultants in the area of product knowledge
- Be an authorized escalation point for all support cases and customer enquiries
- Conduct and ensure performance reviews are completed in a timely manner
- Be available for out-of-hours work if required by RITEQ
- Processing and triage of incoming customer requests
- Undertake any other tasks of similar level and responsibilities as required from time to time

About the Skills, Experience and Attributes

- Exceptional Customer Service Skills with a dependable customer service background
- Must be passionate about providing high service levels and think of end users as customers
- This role would suit someone with at least five year's relevant IT support experience and two year's team leading experience
- Experience of working in a Team Leader role previously
- Ability to manage teams and drive them to perform at a high level
- Excellent organisational skills, with the ability to prioritise under pressure
- Ability to multitask and maintain focus on all areas of responsibility concurrently
- IT support background covering 1st line and 2nd line support with essential experience in 3rd line support
- Can work autonomously
- Be approachable
- Enjoy problem solving and be able to think outside the box

If this all sounds appealing to you, please apply by submitting your Cover letter and CV to jobs@riteq.com.au