



Technical Services Manager

Roles and Responsibility

- With experience of managing core technology services
- Will have overall responsibility to build, maintain and enhance service capability across all the technologies. This will include GSM Gateway, Telephony, Contact Centre, CRM, Hosted Solutions, Data Centres & Telecoms.
- Familiar with core business technologies, be an excellent communicator who can represent technology at a very senior level both internally and externally
- Responsible for the management of monitoring, troubleshooting, supporting and reporting on the technologies
- Proactive and Entrepreneurial leadership style to drive the technology services forward

Knowledge and experience

- 10 years experience in the Contact Centre industry. Ideally with leading manufacturers and well as users of the technology.
- Strong knowledge and experience of:
 - ✓ Operative systems (Windows, Unix/Linux)
 - ✓ Databases (SQL Server, Oracle, Sybase)
 - ✓ Networking (TCP/IP, LAN)
 - ✓ Telephony (ISDN, VoIP)
 - ✓ Contact Centre Solutions (ACD, IVR, Call Recording, Preview/Progressive/Predictive Dialler)
 - ✓ Callcentre operations

Education

- A degree in Computer Engineering or equivalent is requested;

Attitude

- Entrepreneurial outlook on technology
- Take ownership of the provision of technology based services
- Proactive attitude, searching for solutions to problems
- Lead by example and have the ability to work positively with co-workers and management
- Excellent inter-relationship skills
- Team work player
- Availability to travel

Call us on **0800 652 3461** for more details.