

Technical Customer Success Manager

Job Description

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About us

Resolve offers a continually outstanding customer experience. We specialise in providing IT support (both remotely and onsite) to our wide range of corporate and 3rd sector clients. We are passionate about what we do, and our services include supporting, connecting, communicating, installing, and protecting to fulfil the needs of any organisation.

For more information please visit our website: www.resolve.co.uk



Why Resolve?

We believe that Resolve is a great place to work, with lots of opportunities to grow, be challenged, and input into the business. We offer excellent training, and a chance to choose where you want your skills to grow.

Alongside that, working for us comes with some great benefits including:

- The chance to develop your skills with high quality internal and external training and Microsoft certification opportunities (with exams paid for by Resolve)
- Starting holiday allowance of 21 days (plus Bank Holidays), this will increment after 2 years increasing by 1 day per year to the maximum of 26
- Starting in 2024, we will also let you take an extra day off for your birthday (or another day if it falls on a weekend, or you'd prefer to use it on a different day!)
- Westfield Health plan available after one year's continuous employment
- A great company culture and fun working atmosphere with monthly team meetings, team building away-days and regular staff socials
- 2 hours within the working week away from your day to day work to spend time on important but not urgent tasks, which could include training and professional development.
- Excellent newly refurbished offices in a great location, easily accessible from the city centre with superb amenities and plenty of free parking
- Opportunities to attend relevant events and support local charities
- Fruit, fresh coffee, and basic food and refreshment supplies free to all staff every day
- Flexible working environment and autonomy of your desk with an appreciation and onus that you know your clients best



Technical Customer Success Manager

The Technical Customer Success Managers at Resolve have a pivotal role in delivering the continually outstanding customer service that we provide to our clients. The team have a range of responsibilities which they share between them, supporting and collaborating with each other to ensure that all responsibilities are delivered in a timely manner.

Employment Type: Permanent, full time position.

Salary Bracket: £25,000 - £30,000

Hours of work: core hours are 9:00am to 5:30pm – Monday to Friday (flexible working and flexi-time policies can be requested after probation).

Managed by: Technical Director.

Salary: Dependant on experience.

Requires: A full BPSS check may be conducted.





Role description

As a Technical Customer Success Manager, you will be a point of contact for our clients, ensuring they receive the highest level of service and support. Your responsibilities include:

- Building strong, long-lasting relationships with clients
- Understanding and addressing client needs and expectations
- Collaborating with internal teams to ensure services are delivered in a timely manner
- Proactively identifying opportunities to improve processes and procedures
- Ensuring accurate and up-to-date documentation of client interactions
- Meeting and exceeding client expectations, focusing on their satisfaction and success
- Serving as an advocate for the client within Resolve
- Strong organizational and prioritization skills to manage client demands



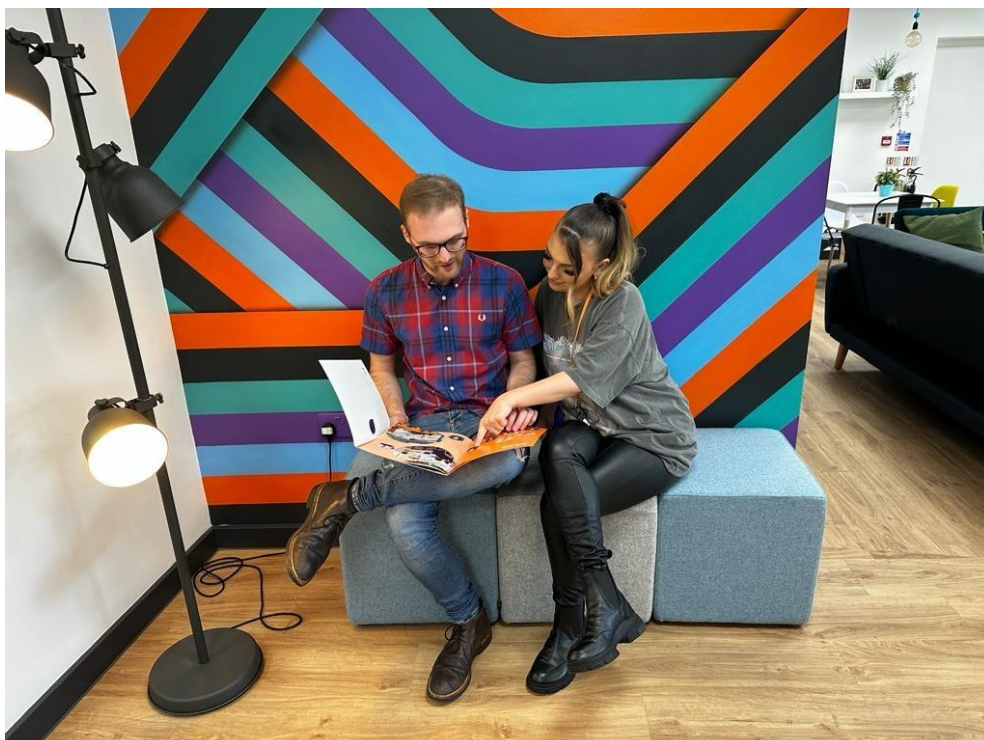
Person specification

Working to values and culture:

Culture is imperative to Resolve, we have values which we think matter more than anything else and help us to deliver a continually outstanding customer experience. These are: **communication**, **excellence**, **responsibility**, **passion**, and **innovation**. We all aim to listen & understand, set high standards, take ownership, have a positive can-do attitude, spot arising or potential issues, make suggestions & implement changes.

Having passions other than IT are important to us as we ourselves have a plethora of interests which make Resolve an exciting place to work.

We really are the Resolve family who work as a team and support one another daily.





Skills essential in this role:

While Resolve provides training and support, it's beneficial if you have experience in some of the following areas:

- Familiarity with IT support services and solutions
- Understanding of IT infrastructure and technology
- Experience in managing client relationships and addressing their needs
- An eye for detail and excellent communication skills
- Meticulous attention to detail and a great completer finisher.



Team Responsibilities:

- Onboarding and Offboarding clients and services
- Client System Reviews
- Document Management
- Technical Authorship of process and knowledge base articles (IT Glue)
- Quality and Information Security Management
- Technical process and procedure ownership
- Customer Service and incident management
- Autotask PSA – Managing workflows and form templates.



Our Commitment to Equality & Diversity

Resolve is committed and working hard towards promoting a diverse and inclusive environment. All candidates will be considered and measured solely on merit against the role requirements. We continuously monitor and review our selection criteria and procedures to ensure that all employees are selected, promoted and treated solely based on merits and abilities that are appropriate to the position.

