https://jobs.ua/job-head-of-support-3852083

Ваш надійний помічник

Head of Support, 40000 грн.

Київ, 12 січня

Компанія: Sempico Solutions Group LTD (https://jobs.ua/company/id/1636902) (Всі вакансії)

Рубрики: Телекомунікація та зв'язок

Побажання до співробітника

Освіта:	повна вища
Досвід роботи:	від двох років
Графік роботи:	повний робочий день

Опис вакансії

Sempico Solutions is an innovative international Telecommunication player providing customers with different telecom services such as: A2P, P2A SMS services, offering omnichannel communication with end users, as well as proprietary software. We are currently looking for a Head of Support with experience in telecom (ideally in an SMS hub or provider) to join our growing team.

We offer:

- Convenient work schedule: Monday to Friday, from 9:00 to 18:00 (with a 1-hour lunch break), Kyiv Time (official time zone name: UTC+2 / UTC+3).
- Competitive salary with a fixed base and performance-based bonuses.
- Opportunity to work remotely.
- 24 paid vacation days and paid sick leaves.
- Step-by-step onboarding and training process.
- Internship and training at the company's expense.
- A cohesive and friendly team — everyone you'll work with is responsible, hardworking, progressive, and fun. We value common sense and a good sense of humor. No bureaucracy — we're all on a first-name basis.

Our ideal candidate should have:

- At least 3 years of experience in a managerial position in customer service, technical support or a related field.
- Fluency in Ukrainian and English at B2 Upper Intermediate level or higher (both spoken and written) for international communication.
- Ability to express thoughts clearly, especially in writing.
- Responsibility, honesty and punctuality.
- Strong skills in analysing customer needs and the ability to choose effective technological solutions.
- Structured thinking, high self-organisation, attention to detail, excellent communication skills, high level of empathy towards customers and employees, as well as the ability to work and motivate a team, set goals, provide constructive feedback and resolve conflicts.
- Self-motivation and result-oriented.
- Experience in implementing or optimising support processes, working with ticketing systems.
- A deep understanding of telecom services (A2P/P2A SMS, SMPP hubs) and protocols (SMPP, HTTP API, TCP/IP) is required.

Desirable: knowledge of the basics of the SMPP protocol.

- Basic knowledge of the Linux command line.
- Basic knowledge of SQL.
- Be technically prepared — our work requires you to be online during working hours, regardless of power outages. A reliable Internet connection and charged equipment are a must!

Main Responsibilities:

- Managing the day-to-day work of the technical support team, scheduling, conducting one-on-one meetings, mentoring, and evaluating performance. This includes organising monitoring and creating work schedules.
- Developing and implementing service standards (SOPs), instructions, and policies to improve the efficiency and quality of support. Maintaining documentation and creating knowledge bases for the team.
- Monitoring key performance indicators (KPIs) and customer satisfaction (CSAT).
- Handling the most complex technical requests (3rd level support), providing timely and professional technical support to customers and partners via email, ticket system and other communication channels, resolving conflicts with VIP customers.
- Monitoring SMS traffic delivery, troubleshooting message delivery issues, and escalating to relevant teams when necessary.
- Analysing SMPP logs and other system data to identify and resolve customer issues.
- Assisting customers with integration and interconnection processes, including SMPP and HTTP API.
- Assisting managers in meeting their requirements.
- Maintaining detailed records of support cases, actions taken, and resolution outcomes.
- Working closely with the team, development, routing, and billing departments to prioritise bugs, implement new features, and improve the product to ensure fast and accurate problem resolution.
- Monitoring request trends, maintaining ticket analytics, preparing regular reports for company management, proactively seeking ways to improve the customer experience.
- Recruiting (hiring new employees) and organising the onboarding process for new hires and ongoing training for the team on product updates.

If you are ready to lead our customer experience defence line and have the necessary expertise in telecoms, send us your CV!

Контактна інформація

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