



“ We believe in consumer centric transportation for a thriving nation in the 21st century, building on connected, cost-effective journeys transformed by our world-class technologies ”

ROLE PROFILE

Support Manager

Why do we have this role?

Resonate is a technology business specialising in providing mission-critical systems, including traffic management and signal control systems. We are data science-led in our solutions, working primarily in the transport industry.

Our people are critical to our success and through your management responsibilities you will play an important role in delivering the customer focus, technical excellence, and quality expected of our operations, driving our success. As a supplier of systems critical to the running of the railway, you will need an eye for detail, and the ability to operate in a complex environment.

This role is key in making sure that we deliver every day for our customers. You will be responsible for support day to day, ensuring delivery to our internal and external SLAs, whilst providing exceptional service. We are looking for someone who is comfortable both working in matrixed organisations with key stakeholders in the delivery of support, managing client relationships where required.

What are the key objectives?

- Ensure we deliver outstanding customer service in line with SLAs and other obligations
- Maintain great relationships internally, utilising these to deliver support through other centres of excellence in the business, where they have the appropriate skills
- Conduct regular Service Review meetings with customers to ensure support and service is in line with expectations
- Resolve escalated service issues, to ensure minimal impact and risk to the customer's solutions.
- Management of first- and second-line support teams (including planned and unplanned absences)
- Ensure development and cross training of skills/knowledge across teams is undertaken, to remove single points of failure, enhance capability and increase flexibility
- Contribute to Continuous Service Improvement and manage relevant actions
- Deliver chargeable change controls and small product change where required
- Ensure all customer reporting is provided as required

Top Internal Relationships

1. Development Leads
2. Architecture
3. Infrastructure and Application specialists

Person Requirements

Profile

- Experience in team leadership
- High level technical knowledge (concepts relating to Compute Infrastructure, Networking, Linux, or Applications)
- ITIL environment experience, preferably with a qualification
- Experience of Incident, problem and service improvement
- Ability to communicate at all levels in a clear concise manner





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- Be resilient, flexible, and comfortable with giving and receiving constructive technical challenge
- Be organised, pragmatic and detail focussed
- Ability to think beyond current practices, ask if there is a better way of doing things, seek out, propose, and support new ideas/improvements/working practices

The following experience is desirable but not essential:

- ITIL Certification
- Experience and/or lower level knowledge of technologies such as Compute Infrastructure, Networking, Linux, or bespoke applications
- Management of critical infrastructure, ideally in either a regulated or safety related sector

Our Values and Behaviours

At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to display our values and behaviours in their day-to-day activities.

