

JOB TITLE Senior Product Support Specialist

Position reports to : Development Manager
Direct Reports : N/A
Office Location : Adapt IT Cape Town Campus

PURPOSE OF THE POSITION

We are looking for highly skilled and experienced Senior Product Support Specialist to provide operational and 3rd line technical support into our cloud platforms supporting a suite of SaaS products and solutions that are delivered to over through mobile network operators both across South Africa, as well as across Africa and Australia.

We are passionate about our solutions, our people and what we bring to market and we are looking for candidates that share this vision and have a keen appetite to support our cutting-edge web and mobile solutions.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Always working with a mindset to provide an optimal customer experience through the resolution of technical issues as quickly, efficiently, and as cost-effectively as possible
- Working alongside our 1st and 2nd line support teams as well as Development and Operational teams in analysing and resolve customer challenges and knowing when an issue requires handover the development team, monitoring progress and then closing the loop with the customer upon delivery from the development team
- Learning the range of Corporate Customer Self Service products as well as the understanding differences in the data (ingestion, processing, and summarisation) and web applications (back-end, front-end as well as all reporting for our different product implementations
- Taking ownership (researching, diagnosing, troubleshooting, and identifying root cause of and making recommendations of solutions for resolution) of issues
- Tracking issues as well as communication status of issues to the customers from inception through to resolution, while ensuring management of associated SLA are adhered to
- Refer to internal resources to provide accurate tech solutions and establish gaps within the internal playbooks to continuously update and improve the knowledge base for all development, support, and operational teams
- Manage the Change Control Approval and Communication process with customers

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Relevant tertiary qualification in B.Sc. Or B. Com
- At least 5 years (Intermediate) and 3 years (Advanced) experience in the field.

KNOWLEDGE

- Understanding of software development
- Domain knowledge
- Telecommunications industry knowledge will be an advantage



SKILLS

- Proven ability to diagnose and troubleshoot technical issues
- Excellent problem-solving and communication skills
- Solid experience working with and understanding data sources, data flow, processing, and summarisation of data sets
- Solid knowledge and working experience of Microsoft SQL
- Understanding of database performance and troubleshooting when a user reports that logging into the product is slow, or that the report is taking a long time to display, etc.
- Solid working with Microsoft Excel, Pivot table, VLOOKUP, IF, Graphing and other advanced spreadsheet skills essential in analysing and interpreting data
- Ability to interpret CSV, Fixed Column, XML and other text-based formats
- Understand telecommunications terminology

EXPERIENCE

- Proven work experience as a Senior Support Engineer or similar role
- Experience in Telecoms industry advantageous
- Prioritize and manage several open issues at one time

ATTRIBUTES

- Possess a passion for delighting customers
- Facilitation and fact-finding skills
- Ability to converse both business and technical skills
- Ability to prioritise workload
- Accuracy and attention to detail
- Writing and Reporting skills essential
- Be able to meet goals, objectives & targets as per allocated time frames
- Maintain good working standards
- Be accountable and work with integrity

Contact Person: [Nic Cox](#)

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