

<b>Position Title:</b>	Application Support Manager
<b>Position reports to:</b>	Line Manager
<b>Direct Reports:</b>	N/A
<b>Office Location:</b>	Adapt IT Durban Campus

### **PURPOSE OF THE POSITION**

Adapt IT (Pty) Ltd has a vacancy for an Application Support Manager. This role will report into the Senior Manager: Managed Services. The purpose of this position is to manage the operational requirements of the support team, to enable support of applications in an outsource delivery model, align service delivery in the support space with the desired service levels and to ensure compliance with governance frameworks.

We are looking for an innovative and talented individual, who has a passion to make a difference in a dynamic environment as part of our efficient and enthusiastic team.

### **Role Requirements**

- Strong leadership, communication (verbal and written), and problem-solving skills
- Change Management
- Self-starter who is energetic and enthusiastic;
- Presentable, professional and able to communicate well with customers at all levels.
- Must have good business acumen and the ability to manage/coach teams of IT professionals.
- Knowledge of continuous improvement processes, process control and enhancements
- Financial management, budgeting, MIS and reporting skills;
- Integrity and authenticity.
- Must be a team player and able to work collaboratively with and through others Must be a team player and able to work collaboratively with and through others Must be a team player and able to work collaboratively with and through others.
- Must be a team player and able to work to work collaboratively with and through others.
- Must be willing and able to travel (national/international).
- Vendor Management

### **Role Responsibilities**

- Day to day Management of a Support Team, development of staff, and process ownership from a support perspective for an ERP system and relevant third party products.
- Ensuring Incident Management and Problem Management is implemented and carried out within the team.
- Mentoring and providing assistance to the Incident and Problem Team leaders ensuring effective resolution of Incident and Problem logs for managed service customers.
- Manage the collection, summarization and reporting on operational application(s) system(s)
- support statuses, Service Level Agreement (SLA) metrics, and Key Performance Indicators;
- Maintain relationships with key stakeholders and application end-users to ensure that the voice of the customer is represented at all times
- Plan and resource annual support activities with team leaders and associated financial implications to facilitate and ensure continuous budget and cost optimization;
- Team management and development
- Build and maintain relationships with vendors.

- Work closely with the development teams internally to ensure effective support processes are in place to deliver support to client.
- Ensure revenue growth is maintained on retainers and annual licence fees.
- Monthly and Quarterly Retainer Utilisation and Activity Trend reporting and meeting with stakeholders.
- Staff management function including, recruitment of future suitable candidates for the various support roles, or team leader roles (if applicable), as well as management of disciplinary procedures and processes.
- Engage in regular service review meetings with the client to review targets, obtain feedback, follow-up actions, and proactively manage service or solution change
- Application management – development and maintenance, including service agreements with internal and external vendors
- Co-ordinate all customer escalations

## Core Responsibilities

### Financial

- Responsible for budgeting and revenue forecasting in Application Support
- Maintain Sciforma forecast
- Account management
- Manage the increase of annual retainers across all Application Support clients.
- Ensure contracts/agreements are timeously renewed and retainers/projects are timeously invoiced.
- Ensure profitability of Retainers and Projects. (Monthly reporting on financial status of all contracts)
- Liaise with clients to identify new opportunities to generate revenue growth.
- Maintain effective working relationships with Sales and Account Management teams: assist in setting and communicating sales targets

### Line management

- Ensure team is fully utilized.
- Recruiting, developing and supporting necessary personnel.
- Manage external consultants
- Ensure that required certifications are achieved and maintained

### Projects

- Ensure that operations within the Application Support team are efficiently and effectively coordinated.

- Quality assurance of all deliverables from Application Support.
- Ensure that appropriate project governance processes are adhered to by Application Support team

### Support management

- Ensure team adheres to Service Level Agreements.
- Monitor quality of incident feedback
- Regular meetings with key customers
- Monthly service delivery reports

## Behavioural Competencies Required Problem Solving Skills

- Ability to consider multiple factors, to the core of a problem and to come up with a logical remedial solution

## Interpersonal communication

- Ability to give and receive information, views and opinions in a manner appropriate to the audience and thereby influence others and the ability to advance communication across a diverse group of people.

## Attention to detail

- Total task accomplishment through concern for all areas involved, no matter how menial.

## Decisiveness

- Readiness to make decisions, render judgments, takes - action based on logical assumptions and which reflect factual- information and consideration of organizational resources.

## Planning and organizing

- Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

## Perseverance

- Maintain composure, objectivity and patience when confronted with different and/or defense- provoking situations.

## Commitment

- To regularly update and upgrade one's professional knowledge and skill through research, study and application of aspects which are relevant to his/her professional work in order to keep abreast of current developments and trends in areas of expertise

## Integrity

- Consistently acts and behaves in ways that are congruent and aligned with own values, company values, principles, theories and beliefs. Includes congruence, trustworthiness, reliability and internal consistency.

## Diversity Management

- Process or skill to manage people from different cultures, skills set/discipline and age groups.

### Professionalism

- Level of performance or proficiency in professional arena.

### Functional Competencies Required

- The ability to apply a business or commercial thought process approach in decision making, planning and implementation of financial management.
- Be able to communicate effectively at all levels, ensuring understanding, trust, buy-in and commitment from the various parties.
- In-dept understanding and management of systems life cycle.

- Customer service and quality
- Multi-tasking
- Continuous improvement
- Goal-directed and sense of urgency
- Team focused and people management skills and experience
- Business and financial acumen
- Ability to match resource to task

#### Education & Qualification

- Bachelor of Commerce (preferably in IT)
- Bachelor's Degree in Computer Science
- Certification in IT Service Management/IT Governance (ITIL Foundation compulsory)

#### Knowledge

- Knowledge and understanding of IT support function and maintenance.

#### Relevant Experience

- 10 years general experience in the IT environment with at least 5 years at managerial level.
- Proven experience with systems development life cycle.
- Previous experience in managing budgets and financial forecasting.
- Strong development background or experience in ERP support/development, using Oracle forms and reports, and PL/SQL (or similar) query language
- Experience in implementing best practice methodology to drive organizational effectiveness
- A proven track record of at least 5 years in a technical Customer Service environment and a strong customer focus are required; a good understanding of the SDLC, processes and procedures.

Contact Person: [Mandy Barret](#)

Apply Here: <https://www.dittojobs.com/jobs/view/4241929310>

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