

ROLE PROFILE: Technical Support Manager

What the role is accountable for
The Technical Support Manager provides leadership, direction, and oversight of the MES/OT support teams to ensure high-quality service delivery and operational excellence. This role is accountable for SLA performance, vendor management, customer satisfaction, and process governance, while also developing team capability and driving continuous improvement.
Role reporting
Technical Operations Manager
A typical day may include (ideally no more than 10 – 12 characteristics)
Team & Performance Management • Provide line management for support teams, ensuring performance management, coaching, and mentoring. • Manage team dynamics, promote collaboration, and resolve interpersonal challenges. • Facilitate recruitment in collaboration with HR to secure top talent. • Lead employee development through training, knowledge sharing, and strategy roadmaps. • Demonstrate strong leadership, setting direction and motivating teams. Service & Operations Management • Take accountability for SLA compliance and service quality, ensuring delivery within contracted targets. • Lead daily/weekly/monthly operational meetings, reporting on progress, challenges, and goals. • Provide accurate operational feedback and reports to the Operations Manager. • Enforce effective change management processes to minimize risk and ensure stability. • Facilitate structured problem-solving and troubleshooting to resolve recurring issues. • Oversee customer satisfaction management, ensuring positive engagement and service outcomes. • Manage senior standby duties, providing escalation support where required. Vendor & Stakeholder Management • Manage relationships with 3rd party vendors and suppliers, ensuring contractual and performance compliance. • Build, maintain, and strengthen client relationships at operational and management levels. • Act as escalation point for customer concerns, ensuring timely resolution. • Align communication and collaboration with internal business units and external partners. Process, Compliance & Governance • Design, maintain, and enforce operational processes and procedures to improve productivity and service delivery. • Improve, implement, and align MES and IIT processes, procedures, and work instructions across sites to standardize and improve effectiveness. • Ensure full compliance with corporate, company, and regulatory policies and standards. • Manage cost within budget, identifying opportunities for efficiency and savings. Strategic & Technical Contribution • Research and evaluate new or enhanced technologies to improve service quality and efficiency. • Develop and propose application/technical/architectural solutions for customer requests, quotations, and proposals. • Support continuous improvement initiatives to enhance service delivery, quality, and team performance. • Contribute to capacity and resource planning to ensure scalability and stability of services.
Qualifications we look for

Essential Qualifications: - Grade 12 - Bachelor's degree or diploma in Computer Science or Computer Data Processing Preferred Qualifications: - ITIL Certification	
Experience we look for	
- 10+ Years of Experience in Industrial IT and/or MES - 2+ Years of operations team leader experience	
How the role raises the bar	
Technical Skills • Strong understanding of MES/OT support environments and IT/OT integration. • Knowledge of SLA management, vendor management, and change management frameworks (e.g., ITIL). • Ability to design, review, and oversee operational processes and procedures. • Awareness of architectural design considerations in MES/OT solutions.	Leadership & Soft Skills • Proven leadership and mentoring capability with experience managing diverse teams. • Strong problem-solving and troubleshooting skills. • Excellent communication and interpersonal skills, with ability to engage at all levels. • Customer-oriented mindset with focus on service quality and satisfaction. • Ability to manage cost, budgets, and resource allocation effectively. • Strategic thinking with a continuous improvement mindset.