

Coevolve Response Center (CRC) Job description: Response Centre Technical Manager

February 2018

Date	February 2018
Role offered	Response Centre Technical Manager
Location	Central Kuala Lumpur
Working hours	Day shift, possible night shift and after-hours escalations as required
Package	To be discussed with short-listed candidates
Required start	Immediately

WHO IS COEVOLVE?

We are a leading provider of next-generation networking solutions for global enterprise, with a specific focus on Software Defined WAN (SD-WAN) and related services. We help our clients across all phases of the service life cycle, from initial assessments, architecture and design, implementation and ongoing support. We currently support these solutions to client sites in more than 50 countries.

Our clients use our solutions to achieve significant improvements in cost, reliability and performance in their WAN, which is critical enabling infrastructure in this digital age.

Our completely global mindset and experience is brought to bear on the challenges that face those tasked with designing, implementing and managing global networks to continuously improve the functionality, service delivery and return on investment of that network infrastructure. <http://coevolve.com/>

ABOUT THIS ROLE

- The CRC (Coevolve Response Center) is looking for a Technical Team Leader to work from our office in central Kuala Lumpur and run the 24x7 Coevolve support team
- This will be a permanent day shift role with an expectation of some ad-hoc night shift requirements and availability for after-hours escalations
- We want an energetic and focused technical team leader with a proven track record of supporting global clients in a 24x7 environment
- We are looking for someone who is hungry for a change of pace and is seeking the opportunity to work for a fast-moving global start up specializing in managed SD-WAN services

WHATS IN IT FOR YOU?

- A fast paced culture in an early adopter technology that is disrupting the global enterprise market
- A people-centric organization that encourages natural curiosity and self- improvement
- A Hands-on learning environment working with highly innovative vendor partners
- Opportunity for career development through exposure to the SD-WAN technologies and a forward thinking global start up
- Exposure to a global teaming environment where any self-starter can make a real difference to the team and clients

OBJECTIVES OF THE ROLE

- Be the Single point of contact for all aspects of Coevolve support service, providing an interface between clients, partners and internal team members
- Ensure high levels of customer satisfaction during the entire client life cycle. Managing CRC implementation activities through to handover, management and ongoing reporting
- Lead by example through clear guidance, planning and technical competency.
- Track overall client satisfaction ensuring clients remain in a positive recommender status throughout. Ensuring all steps are taken to resolve any issues that may be causing any dissatisfaction
- Ensure all internal service targets are met and reported on, with a focus on reporting that drives real outcomes for the CRC, banking lessons clearly along the way
- Lead the CRC with effective team management. Focusing on daily and annual team planning of resources, support activities and project work
- Build long lasting client relationships, earning a trusted status with the client by always delivering on promises made
- Ensure continuous improvement through a focus on service excellence that helps differentiate Coevolve in the market

REQUIRED SKILLS AND ATTRIBUTES

- Strong written and spoken English communication skills with an ability to interact effectively internally and with suppliers and customers, at both a technical and business level
- Strong team management skills. Specifically, task and time/roster management skills to ensure 24x7 coverage of the CRC and minimal exposure. This also includes coordinating change and project resources and tasks
- Confident and strong individual who has a proven record of managing outcomes with clarity of communication across technical and non-technical owners
- Proven ability to produce performance reports for a technical team and an understanding of how to drive change from these metrics, including strong numeracy and xls skills
- Self-driven individual with proven record of developing high-quality solutions
- Demonstrated ability to learn new technologies quickly and interact with third parties
- Ability to work under pressure and multi-task, working to tight deadlines and produce good quality work
- Sense of personal ownership to see things through to completion
- Ability to think on his/her feet and devise solutions to complicated logistical, commercial and management issues

CERTIFICATIONS AND PRACTICAL LEARNING ON THE JOB

- Relevant educational history, with minimum bachelor level degree completed.
- Relevant industry experience, with a minimum 5 years in technical and support environments
- Networking certifications such as CCNA, CCNP, etc.

- Competent user of Microsoft Office suite, notably xls, instant messaging services, audio and video conferencing services. Systems competency and understanding of automation a bonus.
- An understanding of all (or almost all) of the following technologies:
 - o WAN and LAN (eg. Cisco, Juniper, Huawei)
 - o Switching and routing, including QoS and CoS.
 - o Internet / DMVPN / IPSEC.
 - o WAN Optimization (eg. Riverbed, SilverPeak)
 - o Security; firewalls, proxy servers and IDP/IPS.
 - o Cloud delivery, including IaaS, PaaS, SaaS.
 - o SD-WAN, NFV and other next-generation network technologies a bonus (we acknowledge that not many companies make this available and formal certifications are almost non-existent here so kudos will be given for self-guided research on these topics. We do expect you will have done some self-guided research on this key topic.)

SELECTION PROCESS

We will respect your time in this process as much as ours and endeavour to give you really clear and confidential feedback at each stage. We are likely to do 3 or 4 interviews with the final candidate as we like to engage a number of our team in the process to help recruit for cultural fit. We will expect you to be really clear in your communication to us and that you have studied our company and market space. We would like to make a final decision on this crucial hire by early-mid March (or earlier if possible).

NEXT STEPS

If this sounds like the next challenge you need then contact us ASAP. We need an awesome individual to join and thrive in our fast paced, dynamic and evolving organisation with great team mates!

Send us a clear statement why this opportunity appeals to you in your cover note and attach your resume via recruitment@coevolve.com. If you have a LinkedIn profile please ensure that is also provided.