

Role: Support Manager

Industry Type: Supply Chain Software and Implementation Services

Experience: 5+ years

Employment Type: Full time, Permanent

Location: South Africa

Role Summary:

iWMS South Africa, located in Johannesburg and KwaZulu-Natal is looking for a Support Manager with a passion for managing customer support, customer expectations, and ensuring that customer day-to-day operations are always moving without disruptions. The applicants must have at least 5+ years of experience in Support Management which is customer-facing and centric. This candidate must have previous experience with service delivery at a management or supervisory level. Working experience on any Warehouse Management Solution is a big advantage.

Location:

As this is a remote role, we will consider applicants from all over South Africa as you will be comfortably set up to work from anywhere in the country. However, in-office working is available to applicants as needed.

Desired Candidate profile:

The desired candidate must have 5+ years of experience as well as a diploma or degree in IT or related field. They should also possess leadership skills and have a strong work ethic that can be shown to internal and external resources. Have clear communication skills while being analytical and having a professional work attitude. The candidate must be able to work independently while knowing when to escalate issues, adapt to quick change, and be flexible.

Role Responsibilities and Functions:

- Providing support to all customers.
- Collaborate, lead, and mentor support team.
- Collaborate with the Solutions Architects and Developers to provide expert advice to support team and customers.
- Keep up with SLA's and expected delivery timelines for all issues/tasks reported by customers and make sure all customer warehouses operate efficiently and effectively.

- Monitor and identify potential issues, mitigate, maintain, and measure stability for all support customers following the Operational Health guidelines.
- Be resourceful and provide adequate reporting and collaborate with the Executive Team, Support Team, and the Customer Team (top-down levels and vice versa).
- Ensuring the support team follow the process that have been laid out and enable continuous improvement.
- Grow and develop the support team by applying forward-thinking and strategic alliances by being accountable and owning the department across all elements (internal and external).
- Ensure all Coding Standards & best practices are conformed to Support/Organizations expectations.
- Ability to manage conflict and offer suitable resolutions.
- Be reliable and dependable: Attitude towards a deadline; confidence in the output. Ability to fulfil expectations consistently by commitment to quality, fair means, and deadlines.
- Maintain a high degree of customer service when responding to support issues.
- Communication in all channels – customer-oriented and internal. The ability to express facts and ideas in an effective manner, usage, style, and presentation of ideas in a meaningful term and listen effectively and clarify as needed, facilitates an atmosphere of open communication.
- Favourable product technical knowledge for SQL, Korber WMS, or any equivalent; WebWise and Architect Skills which are on Korber WMS specific.

Job Requirements:

- Diploma, Degree in IT or related field.
- ITIL or Service Delivery Manager Training will be an advantage.
- Project management or Change management training.
- Proven experience as a Support Manager, preferably in the Supply Chain & Logistics environment, Distribution Centre, Warehouse, or Retail.
- Prior experience in a managerial or supervisory role.
- Top-notch oral, written communication, and interpersonal abilities – ability to communicate effectively with internal and external stakeholders.
- Capacity to accept and utilize constructive criticism.
- Energetic, curious, hardworking, and enthusiastic.
- Strong analytical and problem-solving skills.
- Able to work productively and autonomously from a remote location.
- HighJump (Now Körber Supply Chain) certification would be an added advantage.
- Fluent in English.

About iWMS:

iWMS is a Global company and an expert in critical supply chain and eCommerce fulfilment solutions. We specialise in Körber Supply Chain warehouse management system implementation, integrations, system health checks, support, and diagnosis.

We proactively seek complex and dynamic opportunities to serve our customers' needs with WMS solutions to streamline and grow their business and supply chain operations. We are a company that prides itself on delivering excellence to all our stakeholders and becoming trusted advisors for everybody with whom we engage. At iWMS, we value hard work, attention to detail, and a willingness to learn. We have created a safe, supportive, and progressive environment and culture that has been shaped by our core values of ownership, respect, pride, passion, and candour!

Why you should join the iWMS team:

- We are a fast-growing company with an international presence.
- Work flexibility - we have mastered remote working and collaboration.
- Diversity – you will have the opportunity to work with different teams from around the globe (India, USA, Canada, Australasia, and SA).
- We commit to advancing your skills based on your personal career goals.
- You will receive strong leadership, mentorship, training, and support to ensure your success and growth.
- We are more than just a company – we are a collaborative community committed to delivering excellence and becoming trusted partners for everybody with whom we engage.
- You will be in a safe and supportive working environment built on the foundation of respect, pride, passion, ownership, and candour.
- We offer appropriate industry salaries, training, and benefits for each country.

If you are looking to further your skills, experience, and future, then iWMS is the company for you!

Please send your CV to Jobs@iwmsglobal.com