



Afiniti enhances human interactions in large enterprises by efficiently pairing customers with employees based on predicted interpersonal behavior. Currently we are focused on improving contact center interactions conducted over the phone, and we also provide optimizations for live chat, email, online video and in-person applications. Our proprietary "big data" algorithms analyze client and third-party information to identify patterns of successful and unsuccessful behavioral interactions. We then apply these patterns in real time to augment human pairings and their associated commercial outcomes. Visit us at www.afiniti.com

Command Center Manager Job Description

Date and Title:	June 2017 – Command Center Manager
Department:	Production Support
No. of positions and Location:	1 in Lannion (22) where Command Center will be opened
Reports to:	Head of Global Services Delivery / Head of Command Center
Job Purpose:	Command Center Manager will be responsible to provide Afiniti's technical support to customers via phone, web, email, chat and other support channels according to SLAs

Job Description:

- Provide initial assessment of urgency and business impact on all support helpline calls and Emails.
- Record internal and external clients Service Request, Incidents, and Change request into system and communicate ticket ID to client for their follow up.
- Perform initial troubleshooting to identify the root cause by eliminating step-by-step possible root causes of the incident.
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Maintain overall ownership of client's issue & service ensuring that they receive resolution within a committed SLA.
- Perform comprehensive root cause analysis, and advise how to avoid such incidents in future.
- Record incident resolution in system and communicate to all stakeholders.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
- Document knowledge in the form of knowledge base tech notes and articles.
- Manage the Technical Support Engineers team locally

Qualifications and Experience:

- Bachelors of Engineering - BS degree in Information Technology, Computer Science or equivalent.
- 5+ years technical experience ideally in L1/L2 technical support.
- Experience in operational management or project management with teams of 3-10
- Deep understanding of Databases (MS SQL and MySQL), Client / Server operating systems, Networking, and IP Telephony.
- Acquainted with ITIL framework.
- Excellent written and verbal communication skills.

Competencies & Key Skills (functional/technical):

- Flexible approach to work and problem solving.
- Able to work flexible hours on request or as part of a shift system.
- Excellent communication and customer service skills. Excellent telephone mannerisms.
- Ability to explain complex technical issues to non-technical staff.
- Ability to work proactively with little direct supervision.
- Be committed to continual professional development.
- Team player and leader
- English (spoken and written) is a must

Thanks for applying by email to eric.leflour@afiniti.com

Merci de faire candidature par e-mail à eric.leflour@afiniti.com