Job Description

JOB DESCRIPTION			
Job Title:	Project Support Team Leader	**Department:**	Implementation Services
Reports To:	Customer Services Manager	**Direct Reports:**	Systems Consultants and Support Advisors
Location:	Tamworth		
Company:	Jaama is a fleet, leasing and rental management software and driver risk services company. As a certified Microsoft® development partner, Jaama uses the latest technology to provide customers with greater integration, control and automation. It brings innovative fleet management software and driver licence checking software to fleet operators, contract hire and leasing companies. Jaama is the first to combine fleet software and risk management services to help customers meet their driver health and safety responsibilities under occupational road safety regulations.		
Function Overview:	Reporting to the Customer Services Manager, the Implementation Services Team consists of Project Managers, Project Consultants, a Project Support Team and Team Leaders. The Implementation Services function is responsible for providing software implementations to a high standard within agreed timescales, budget and scope. The Implementation Services team is responsible for managing customer projects from contract signature through to go live, as well as some internal business change projects.		
Role Profile:	A role created to provide our valued customers with the highest quality service and support, advice and guidance relating to Jaama's comprehensive range of products and services throughout implementation where a sense of urgency is key. You will be responsible for a specific set of clients; alongside your team you will own the technical and service relationship to ensure the greatest possible implementation is achieved.		

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As a Project Support Team Leader, you must constantly seek to improve all areas of the implementation process. You will play a significant role in satisfaction, as well as the overall company strategy whilst supporting, coaching, mentoring and developing your project support team.

You will be a member of our Implementation Services team, working as a Project Support Team Leader. You will be an internal key member of the project delivery team providing support to the Project Consultants and Project Managers (who mostly work remotely) as a technical resource to the software implementations. You will work alongside the Project Managers/Consultants to support them in their project activities, including the management of data conversions, technical consultancy and technical support during project stage.

Responsible for a team delivering support to successful implementations, as well as growth and development within the team, the Implementation Team Leaders deliver and coordinate to tight projects whilst taking care of requests and identifying the appropriate resolution and action to be undertaken e.g. handle service requests, support project support analysts in resolving incidents, identify and resolve problems proactively.

This is to ensure smooth flow of work and ensure we are exceeding customer expectations. A good understanding of technology, the fleet industry and implementation fundamentals are important, however communication, influencing and interpersonal skills are also essential in ensuring a team ethic is strong throughout the customer experience.

To become a key member of the Implementation Services team you will need to be a self-starter, willing to work hard and be able to fit in well with a small team.

Key Responsibilities

The Implementation Services Team Leaders provide support and assistance to our customers and the team they support. Duties include:

- Responsible for the organisation and co-ordination of the day to day workload management of a team of Implementation Consultants to deliver the highest standards to customers.
- Support implementations and drive customer satisfaction whilst monitoring the overall customer experience
- Challenge processes and systems to ensure that they are optimised for internal and external satisfaction.
- Ensure the team is adequately resourced by liaising with relevant staff and planning resources effectively.
- Develop Implementation Support to embrace a more companywide focus
- Support, coach, mentor, train and develop your implementation team
- Through consultant feedback and customer feedback ensure that issues with process or product is fed to the relevant manager in order to minimize negative effects on customer satisfaction
- Further develop implementation services proactive support initiatives and ensure effective customer communication in the event of any related issue.
- Assist the CSM to implement and improve the current level of support with implementations
- Communicate internally regarding implementation aspects and assist with monthly reporting tasks
- Ongoing management of all implementation issues but with specific responsibility of those from your team
- Answer technical queries as required
- As necessary handle any escalated queries from your team but with the goal that they are trained to resolve as many issues or concerns as possible at the first point of contact.
- Monitor and report on troubleshooting issues.
- Understand the customer's system requirements to enable systems to be configured and implemented.
- To engage with all levels of internal / external stakeholders using agreed and known communication standards.
- Support effective project conclusion, including handover to support, and ensure lessons learned are recorded.
- Identify opportunities for additional business with clients.
- Manage the end to end process of customer data conversions.
- Writing, testing and running of SQL scripts, as required.
- To provide a trouble shooting support service to large customer implementations.
- Provide technical consultancy to our clients, such as data conversion schema and product configuration
- To work with a trainer to provide technical and customer facing documentation in agreed formats
- To provide regular project updates for each of the allocated projects.
- To provide adhoc technical support to the Project Managers and their customers as required

Skills & Experience

Essential

- Excellent verbal and written communication skills at all business levels.
- The ability to have a strong impact and influence key decisions and decision makers.
- Customer Relations
- Excellent problem-solving skills
- Excellent service skills
- A proven track record in a Technical Consultancy/Support role, preferably a software house environment.
- SQL Scripting capabilities.
- Ability to manage time, prioritise work, work under pressure and complete multiple tasks effectively.
- Commercially astute, numerate, with strong analytical ability.
- Ability to manage, communicate and influence both upwards and across the project teams
- The ability to have a strong impact and influence key decisions and decision makers

Desirable

- Experience in delivering consultancy or system configuration.
- Worked within the fleet/leasing/rental industry.
- Experience of managing a team
- Be familiar with accounting software.
- Experience with Key2
- Experience in data migration

Personal Attributes

You will be able to demonstrate the following attributes: Diplomacy, composure, good judgement, the ability to quickly adapt to changing circumstances and the ability to build a rapport with customers is a key feature of this role.

- A natural 'plate spinner'.
- Good communication skills.
- Self-starter / high initiative.
- A keen interest in technology and software systems.
- Ability to work with and mentor team members
- To work to maintain and enhance the corporate standards within Jaama and contribute to raising Jaama's profile across our expanding client base.
- Professional, mature approach to career and personal development
- Excellent interpersonal and communication skills.
- A strong focus on technical delivery and a passion for over achieving
- Thorough, understands the importance of having a process to follow.
- Strong commercial awareness.
- The ability to motivate and engage a project team
- Self-starter / quick learner

Job Holders Signature:	
Date:	13/02/2018
Managers Signature:	
Date:	13/02/2018