



|                   |  |
|-------------------|--|
| <b>Job Title</b>  | <i>Application Support Manager</i>         |
| <b>Reports To</b> | <i>Director of Application Development</i> |

### Job Purpose

The AMP Platform provides SaaS solutions for Service Centers, Operators and Facilities. The Application Support team provides support for AMP, interfacing directly with clients, users, and development teams.

**Summary of Position:** Application Support Manager responsible for the Application Support Team, defining and implementing process and metrics to ensure the team is working efficiently. This includes developing, implementing, and maintaining policies and procedures on application support services. The role coordinates end-user client relationships, while responding to both critical (reactive) and routine application support (proactive) requests. Also responsible for relationships with development teams and software vendors integrating with AMP.

A critical function of the Application Support Team is responsibility for Client portfolio and facility setup. This information is critical throughout the business and drives how AMP users are able to access the system. Included is the responsibility of ensuring timely updates to respond to client and business driven changes (such as CHOWs).

The role will spearhead the onboarding training and lead Client communication initiatives and projects. Ensuring that our clients are informed of system features and are making the most of the system is an integral responsibility of the role.

### Duties and Responsibilities

- Manage and mentor Application Support team
- Implement and maintain processes for client on-boarding
- Pre-sales (Demo's) and post-sales (training) support
- Identify opportunities for improved client engagement and usage of AMP
- Implement ongoing communication with clients about system capabilities

### Qualifications

- 3+ years leading/managing a Product Support Team
- Measure team performance
- Report Metrics to management
- Problem Solving & Conflict Resolution
- Quality Focus
- Customer Service
- Interpersonal communication skills (in person, phone, and email) with the ability to effectively communicate while developing positive customer relationships
- The ability to document and create user presentations (for internal and external client audiences)
- Multi-Tasking with the ability to set priorities, plan, and coordinate activities to accomplish objectives
- Light project management with strong organizational skills
- Knowledge of computers systems, proficient in MS Office (Word, Excel, PPT)
- Knowledge of SQL, PowerBi and programming a plus



• **Outcomes:**

- Weekly L10 Meetings
  - Weekly reporting of Scorecard
  - Delivery of quarterly Rocks
- Well documented requests and bug reporting
- Support material including online tutorials and documentation
- Client Health Check Reports

**Working Conditions**

This job occurs in an office environment with mostly sedentary work.

**Physical Requirements**

**Direct Reports**

No Report

|                            |       |
|----------------------------|-------|
| <b>Approved by:</b>        | _____ |
| <b>Date approved:</b>      |       |
| <b>Next annual review:</b> |       |