

## JOB POSITION

### - SUPPORT MANAGER -

#### About the role

At Verso Altima Group we are looking for a self-driven and independent customer **Support Manager** with a great sense of responsibility and teamwork. Primary focus in the role will be ensuring customers receive high-quality service and supervision of daily operations of support team members. Problem solving and critical communication are integral parts of daily tasks. In daily job Support Manager often need to show diplomacy skills to help resolve issues in a polite and professional level with sufficient reporting and level of details.

#### What can you expect?

- Thriving working environment.
- Stimulating compensation and rewarding system.
- Flexible working hours and remote work arrangements.
- Cooperation with highly skilled and professional technical team.
- Work as a member of the delivery department in a friendly atmosphere that encourages open dialogue.
- Many different benefits, such as a yearly general paid medical exam, multi-sport card, teamwork, etc.

#### What do we expect from you?

- Organizing and leading L2/L3 support activities for Verso Altima product and services with a goal of optimum service delivery.
- Analyse and review actual service performance against SLAs and OLAs.
- Regular reports on service performance and achievement to Customers and management.
- Performing customer care and escalation management by close cooperation with support experts.
- Having regular status coordination with customers to resolve open issues, plan activities and required resources.
- Responsibility for service desk tools.
- Continuously work in improving support process and defining internal support rules



- Collaboration with Management Team, Support Team, and other teams in the company
- Manage strategic vendor relations (SAP, Cisco) in support area, ensuring partner status is maintained at the highest possible level and all partner related obligations are fulfilled (certifications, audits, reports).
- Manage Vendor specific audits (Cisco GOLD, SAP PCoE...).
- Following industry trends and ensuring alignment across technology portfolios.
- Be a mentor to junior members and openness to sharing knowledge.
- Organize or be part of educational trainings or workshops.
- Focused on the accomplishment of results and the company's goals.
- Professional and devoted approach to tasks and communication.
- Invest in personal growth.
- Highly motivated and persistent.
- Excellent self-organisation and planning abilities.
- Be a team player and proactively and freely discuss ideas or possible improvements.

## About us

Verso Altima Group is a system and business integrator internationally recognized in the software and networking business, IoT and digital transformation. We design, develop, implement, maintain, and manage advanced ICT solutions. More than 170 customers in 50 countries have improved their businesses with the help of our professionals. Headquartered in Croatia with operations in five more countries we continuously strive toward business excellence.

**If you want to be a member of our team of experts, send your resume to:**  
[ljudski.resursi@versoaltima.hr](mailto:ljudski.resursi@versoaltima.hr)

## VERSO ALTIMA d.o.o.