

Job Description

Job title: Enterprise Support – Technical Team Lead

Reports to: Enterprise Support Manager

Location: Wellington

Job Scope

- To deliver technical resolution of client incidents, problems, defects and enhancements.
- To deliver functional enhancements to enterprise systems
- To provide technical leadership for the Enterprise Support team in enterprise support and software development.

Major Activities/Responsibilities

- Provide technical leadership and delivery of software enhancement projects.
- Lead the technical resolution of client problems including problem diagnosis and troubleshooting.
- Line management of the team including help with recruiting, facilitating of individual performance discussions, mentoring, coaching, setting expectation, reviewing goals and achieving business results.
- Work closely with internal and external project teams, subject matter experts and managers in delivering client requirements.
- Identify, propose, and implement improvements to supported source code, middleware and infrastructure.
- Act as the technical escalation and coordinate resolution of high priority support clients' incidents and working on after hours incidents, as required.
- Maintain in-depth technical understanding of all the supported applications, products, and platforms.
- Assist the Enterprise Support Manager in costing, negotiating, and delivering enterprise support services successfully.
- Work with the sales team to provide technical advice during pre-sales consulting.
- Assist the Enterprise Support Manager in ensuring that technical capability of people, tools and documentation to provide contracted enterprise support services are available and up to date.
- Assist the Enterprise Support Manager in establishing, maintaining and improving enterprise support processes.

Key Performance Indicators

- Support is delivered to clients based on contracted service level agreements (SLA), and within the customers' specifications and expectations.
- Lead a high performing and engaged team.
- Deliver enhancement projects on time and within budget.
- Implement improvements in reliability and supportability of client systems.
- Sustain an excellent relationship with the team, clients and colleagues.

Qualifications

- Ideally (but not limited to) a Computer Science Degree or equivalent.

Skills and Experience

- Broad and diversified experience in the development and integration of software solutions over a period of at least 5 years.
- Good leadership skills acquired through experience or training.
- Skills and experience in one or more of the following specialised areas: Java, Java EE, JavaScript, PHP, Content Management, User Experience, Collaboration, Continuous Delivery.
- Must have delivered at least two significant projects in a senior development role.
- Service delivery experience
- Experience in the use and integration of middleware products from one or more of our partners e.g. IBM, RedHat, Oracle, Mulesoft.
- In-depth understanding of the benefits and use of a software development life cycle.

Other attributes

- Excellent written and verbal communication skills.
- Self-motivated and self-managing; uses initiative to get things done.
- Ability to master new situations rapidly to deliver the best service to the clients.
- Ability to learn new technologies quickly when required.
- Flexible, adaptable and comfortable with managing multiple and conflicting priorities.
- Ability to work well with a team and to effectively mentor individuals.
- Excellent interpersonal skills including the ability to communicate and present ideas and concepts.
- Reliable and dependable.