



We are a software company, specialized in providing high quality software applications and complete IT solutions, in various activity sectors: finance, medical, construction and architecture, services.

We made it our mission to make life better

ABOUT POSITION

Join our team on the position of: **Support Manager**

We value a culture of excellence. We need strong individuals that can enhance the quality of our group by enacting these values:

- A willingness to incorporate help desk best practices in a product development environment
- A readiness to give all the effort necessary to do an excellent job
- Perfectionism knowing how a job should be done and not stopping until it's done correctly



What will you do?

- Manage the entire support process and all the connecting processes (change management, incident management, request fulfilment, major incident process, etc.)
- Drive improvement and optimization activities related to the support processes and tools
- Manage the help desk team and evaluate performance
- Ensure customer service is timely and accurate on a daily basis
- Recruit, train and support help desk representatives and technicians
- Set specific customer service standards
- Contribute to improving customer support by actively responding to queries and handling complaints
- Establish best practices through the entire technical support process

LIFE IS HARD S.A.

CIF: RO16336490, RECOM: J12/1403/2004
Capital subscris si varsat: 2.100.000 RON
Str: Avram Iancu, Nr 500, et 1, Floresti, Cluj, Romania
T: +4 0735 311 564, F: +4 0378 107 275
E: OFFICE@LIFEISHARD.RO WWW.LIFEISHARD.RO





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- Follow up with customers to identify areas of improvement
- Develop daily, weekly and monthly reports on help desk team's productivity which lead to improvement opportunities
- Provide customer feedback to the appropriate internal teams, like product developers and product/project managers

You should have these skills

- Proven work experience as a Help desk manager, or equivalent experience
- Hands on experience with help desk and/or applications management
- Good technical background with an ability to give instructions to a non-technical audience
- Customer-service oriented with a problem-solving attitude
- Excellent written and verbal communications skills in both English and Romanian

Nice to have skills

- Experience with, or knowledge of, Agile methodologies and frameworks
- Experience with, or knowledge of, all phases of SDLC (Software Development Lifecycle)

These qualities describe you

- Team management skills
- Strategic thinking skills
- Ability to do tactical execution

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- High emotional intelligence
- Strong time management skills
- Strong written English language skills
- Excellent attention to detail

These qualities give you an edge

- Ability to think outside the box
- Strong analytical skills
- Strong leadership quality
- Industry-relevant certifications

Curious about what we offer?

- Work in a product environment and be a stakeholder
- Working in a very dynamic company
- Competitive salary
- Flexible working hours and work from home days
- Opportunity to establish valuable career contacts
- A complex package of benefits
- Performance based bonuses

Send your CV to work@lifeishard.ro

LIFE IS HARD S.A. is an equal opportunity employer. Qualified applicants will be considered without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality, sex.

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