

## Support Team Leader

Civica • Middle Park VIC 3206



Base pay

\$95,000 - \$105,000



Work type

Full Time



Contract type

Permanent

### Job details



Date posted

**31 May 2021**



Expired On

**01 Jul 2021**



Category

**Information Technology**



Occupation

**Team Leader**



Base pay

**\$95,000 - \$105,000**



Contract type

**Permanent**



Work type

**Full Time**



Job mode

**Standard/Business hours**



Work Authorisation

**AUSTRALIAN CITIZEN /  
PERMANENT RESIDENT**

### Perks

CAREER DEVELOPMENT

### Skills

LEADERSHIP

APPLICATION SUPPORT

CONTINUOUS IMPROVEMENT

EXCELLENT VERBAL AND WRITTEN COMMUNICATION SKILLS

OUTSTANDING COMMUNICATION

TEAM LEAD

### Full job description

#### About Us

Civica ([www.civica.com](http://www.civica.com)) is a market-leading specialist in business-critical software applications, digital solutions and managed services that help teams and organisations around the world to transform the way they work. Civica's software and digital solutions are market leaders in their industries and are known globally. In Australia, our software and cloud solutions and services have powered some of the most important organisations in our communities; like schools, libraries, local councils and state agencies, community organisations, and others to help them meet the changing needs of the citizens they serve. Our team is proud to work within the sectors we do, where we make a real difference, contributing to the growth of the societies that we live in. Want to join us and help continue our mission?

#### About the Role

Exciting opportunity for an experienced strong team lead to partner with our

customer and drive the way forward. Spear heading the onsite analyst function, you will be pivotal to moving from project to operational mode. This will see you championing the future way as you work closely with internal and external stakeholders to identify the best options for the customer. The customer and onsite team are based in Adelaide, so you will need outstanding communication skills to ensure the team works cohesively and the customer experience is second to none.

### **Responsibilities**

- Work collaborate with the customer to establish, negotiate, and define process as the team continues to evolve
- Model customer centric behaviours and establish best practice with customer in mind
- Drive continuous improvement through the reporting, problem, and knowledge cycle.
- Improve customer satisfaction through reducing time to resolution and increasing First Line Fix rates

### **About You**

You will have experience working within a customer facing environment and have a strong customer service approach along with experience managing support teams.

You will also have:

- Demonstrated ability to build and manage relationships with stakeholders
- Proven leadership and coaching experience
- Strong process management & issue management experience
- Previous experience in an IT Application environment will be highly regarded
- Excellent analytical and problem-solving techniques in software application support
- Excellent verbal and written communication skills; communicating in a friendly and supportive manner

### **Your Benefits**

At Civica we believe our people are our biggest asset and we pride ourselves on cultivating a supportive and modern working environment; whilst providing you with the tools you need to get the job done. We will offer what you would expect in today's modern work environments:

- Join a growing and successful business
- Genuine career development
- Flexible working conditions

### **What Next?**

Do we sound like a good match? If so then we would love to hear from you so

apply now! Please include a cover letter outlining how your experience, aspirations and values are a match, along with your resume and we will take it from there.

***Civica is an equal opportunity employer and welcomes applications from all sections of the community.***

**No agencies please, we will reach out if we need to!**