The Role – Senior Support and Implementation Manager (World Expo)

Term: Nine (9) month contract | Full Time

Location: United Arab Emirates (Dubai preferably)

The Support and Implementation Coordinator will be the primary day to day contact for the World Expo for platform support and training. The role will provide ongoing ticket support, system testing and training while also leading conversations with World Expo related to workflow planning. This role will play an important part in ensuring client queries are responded to accurately and in line with our Service Level Agreement.

Client Support

- Provide customer support during Dubai Business Hours or as agreed.
- Provide ongoing support to Expo to enable them to continue to lead successful programs and be a Rosterfy expert internally.
- Acting as a customer advocate, prioritizing and managing assigned incidents and escalations in queue.
- Assisting with QA testing any development and integrations/application.
- Transform complex workflows and concepts into well-written, visually pleasing educational support content for the Rosterfy knowledge base.
- Deliver administrator software training and successful onboarding of a dynamic team.
- Provide onsite support of workforce delivery during key critical periods.

Required Skills and Experience

- An appetite for enterprise software delivery, workforce management and a drive to deliver outstanding project outcomes.
- Highly self-motivated, energetic individual who builds strong relationships quickly
- Meticulous attention to detail and are able to navigate competing demands of concurrent projects
- Proven problem solver.
- Proven experience (4+ years) in an enterprise account management role in a software business/company.
- Technical aptitude and ability to learn and implement software programs.
- Proven ability to manage workload and conflicting priorities, displaying a high level of initiative and autonomy as required
- Comfort in running remote or in-person scoping workshops.
- Strong analytical skills, with a strong focus on identifying and delivering solutions based outcomes.
- High level of written and communication skills.
- Basic knowledge of MySQL and HTML

Salary: Negotiable based on experience.