



Customer Support Manager

Job Location: France / Home Office position

CLOUDIWAY provides innovative solutions for efficient data migration and enterprise coexistence. A smart ally to master each transition to the cloud and ensure productivity and high business performance. All our softwares are developed in-house by our experienced team of engineers to ensure the highest level of reliability and faster response to technical issues.

Responsabilities :

- **Drive operational efficiency in addressing customer needs.**
- **Develop customer satisfaction by structuring our processes and implementing a continuous improvement approach.**
- **Manage a team of 8 people spread around the world, dedicated to both technical support and the execution of consulting missions, in order to supervise and structure their activities and meet their development needs.**
- **Develop customer satisfaction by structuring our processes and implementing a continuous improvement approach.**

Main missions :

- Organizes operational reviews with the teams (Ticketing review, assignments, compliance with SLA and escalation, etc.) to ensure that all requests are made on time and in accordance with the customer's specifications. Implements associated monitoring indicators.
- Prioritizes and coordinates with internal teams, escalation processes on all open topics. Leads product/solution improvement actions with development teams.
- Structure and deploy procedures and work methods to optimize efficiency in our advice and technical support to customers.

- Adapts the organization and human resources according to the needs analyzed. Sets the right conditions to facilitate integration, skills development and to manage performance.

Experience and profile required :

- Bachelor's Degree in Computer Science/IT/Engineering is a plus. At least 5 years working in a Technical Support Manager position or relevant position in a Software Engineering Department. This experience allows you to master Microsoft & Google cloud environments. You are customer-oriented.

- Managerial skills : ability to listen, support and challenge teams. Ability to prioritize and manage tasks. Excellent time management and problem-solving skills.

- Soft skills : autonomy, leadership, decision-making capacity, structuring ability, relational agility; Fluent English speaker.

Other desired Skills:

Being familiar with Microsoft/Google mails, files, collaboration solutions (Exchange, Azure, Office 365, SharePoint, Teams, Google workspace, Google calendar) is a plus

Do you want to work in a dynamic company and face stimulating challenges? Do you wish to share your knowledge and personally contribute to the growth of the group?

Please send your application to [**careers@cloudiway.com**](mailto:careers@cloudiway.com)