

Customer Success Manager (Technical Service Delivery)

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Company: Genesis IT&T

Location: Australia

Category: other-general

Permanent Full Time

Sydney CBD Office Location

Flexible/Hybrid Working Arrangement

Our client is a premier Cyber Security services company specialising in comprehensive tools, expertise, and support to enhance organisations' security posture and readiness against evolving cyber threats.

We are seeking a dynamic and experienced Customer Success Manager (Technical Service Delivery Manager) to join the high performing team. You will be responsible for driving customer satisfaction and service excellence by overseeing service desk function, managing service delivery initiatives, facilitating customer onboarding processes, and enhancing the overall customer experience.

Key Responsibilities:

Lead the service desk and service management function, ensuring prompt and efficient resolution of customer inquiries and issues.

Implement and enforce best practices for incident management, problem resolution, and escalation procedures.

Take charge of service delivery efforts, collaborating closely with internal teams to meet client needs and SLAs.

Develop and maintain service delivery frameworks, processes, and metrics to optimise performance and client satisfaction.

Manage the end-to-end customer onboarding process, ensuring seamless transitions and successful implementations.

Coordinate platform integration activities, providing technical guidance and support as required.

Drive initiatives to elevate the overall customer experience, including soliciting feedback, analysing trends, and implementing enhancements.

Collaborate with cross-functional teams to address customer pain points and deliver value-added services.

Cultivate strong relationships with key stakeholders and advocate for customer-centric approaches.

Key Requirements:

Bachelor's degree in computer science, information technology, or relevant industry qualifications.

Proven track record in customer success management or technical service delivery within either the IT services / software / cyber security sector.

Experience in implementing and enforcing best practices for incident management, problem resolution, and escalation procedures.

Experience in managing the end-to-end customer onboarding process, including establishing timelines, defining milestones, and ensuring a smooth transition.

Technical background with proficiency in enabling the successful coordination of platform integration activities and providing technical guidance and support to clients as needed.

Demonstrated experience in effectively managing service desk and service delivery functions.

Excellent communication skills, with the ability to convey technical concepts to non-technical audiences and build rapport with clients.

Familiarity with ITIL framework or IT Service Management principles.

Exceptional organisational skills, attention to detail, and a proactive approach to problem-solving.

While experience working in cyber security is desirable, but not essential, candidates with a strong technical background and relevant experience in customer onboarding and platform integration can also excel in this role.

Job Ref: 3770596

TO APPLY: please click on the appropriate link.

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