

Australia Jobs Expertini®

Support Manager, Ecosystem

[Apply Now](#)

Company: Atlassian

Location: Australia

Category: other-general

Atlassian is looking for a seasoned Support Manager to lead Ecosystem Support Team. When Atlassian partners and developers have technical questions (ranging from bugs to incidents), they rely on Ecosystem Support Team to get them answered. Ecosystem Support Team is on the frontline of developer and partner feedback and is critical to overall Atlassian Ecosystem health.

With impressive team growth, we are looking for a new manager to drive ecosystem support operational improvements, manage the multi-geo team and contribute to strategy.

In this role, you will collaborate closely with peer leads and stakeholders on engineering, design, support and analytics teams to bring ecosystem support operations to the next level.

In this role, you will: Be essential in guaranteeing developer and partner satisfaction, product quality, and ongoing developer and partner success with Atlassian products and APIs, working with your team to ensure service levels, support quality, and customer satisfaction targets while being a key driver for product improvement, application performance, and corporate change.

Coordinate analysis and fixes for complex issues and customers while being key to providing a consistent quality experience, bringing new and improved support methodologies to Atlassian, and creating a wide and loyal customer base to the Atlassian products and brand.

Participate in customer-facing calls helping to communicate progress updates, action plans, and resolution details.

Work within the broader team to improve the overall department and corporate operational efficiencies.

Demonstrate where you have focused on team coaching, skills uplifting, SOP improvements, delivery quality, transparency, analytics and developing inbound resource channels from non-senior roles.

Create, organize and communicate strategies 3-6 months ahead. Partnering with global peers in aligning the strategies.

Have strong business sense, define global and scalable frameworks & methodologies that are comprehensive from concept through adoption, scale, and maintenance.

One your first day, we will expect you to have: 5+ years of cumulative experience in software, professional services, software development, support, and customer-facing roles.

Extensive experience in global support operations serving developers in technical partner organizations.

5+ years of management experience leading global support teams to meet and exceed operational performance goals.

Experience in influencing internal engineering teams to prioritize specific issues based on the support insights.

Experience with team coaching, uplifting skills, creation and enhancement of SOPs, delivery quality, analytics and escalations.

Experience in recruiting and building successful teams with a developer-as-a-customer-centric culture.

Experienced with interpreting data analytics to derive insight and drive customer value

Experienced with cross-functional influence, providing customer insights to product to improve developer experience

Strong communication and organizational skills

It's great – but not required – for you to have: Experience working with software ecosystems, developer platforms, marketplace partners, or other developer audiences.

Don't see an exact role match? No problem! Join our Talent Community and stay up-to-date on company and careers updates relevant to your career.

#J-18808-Ljbffr

[Apply Now](#)

Cross References and Citations:

1. Support Manager, EcosystemCloudjobsnearme Jobs Australia Cloudjobsnearme ↗
2. Support Manager, EcosystemCopenhagenjobsJobs Australia Copenhagenjobs↗
3. Support Manager, EcosystemFishjobsJobs Australia Fishjobs↗
4. Support Manager, EcosystemArgentinajobs Jobs Australia Argentinajobs ↗
5. Support Manager, EcosystemBiologyjobs Jobs Australia Biologyjobs ↗
6. Support Manager, EcosystemSearcheruropeanjobs Jobs Australia Searcheruropeanjobs ↗
7. Support Manager, EcosystemAccountingjobsnearmeJobs Australia Accountingjobsnearme↗
8. Support Manager, EcosystemGovcareer Jobs Australia Govcareer ↗
9. Support Manager, EcosystemBostonjobs Jobs Australia Bostonjobs ↗
10. Support Manager, Ecosystem Theworkopportunity Jobs Australia Theworkopportunity ↗
11. Support Manager, Ecosystem Pediatricjobsnearme Jobs Australia Pediatricjobsnearme ↗
12. Support Manager, Ecosystem ThehiredjobsJobs Australia Thehiredjobs↗
13. Support Manager, Ecosystem Russiajobs Jobs Australia Russiajobs ↗
14. Support Manager, Ecosystem Workfromhomejobs Jobs Australia Workfromhomejobs
15. Support Manager, Ecosystem ForestjobsJobs Australia Forestjobs↗
16. Support Manager, Ecosystem Doctorjobsnearme Jobs Australia Doctorjobsnearme ↗
17. Support Manager, Ecosystem Techstartupjobs Jobs Australia Techstartupjobs ↗
18. Support Manager, Ecosystem Seouljobs Jobs Australia Seouljobs ↗
19. Support manager, ecosystem Jobs Australia ↗
20. AMP Version of Support manager, ecosystem ↗
21. Support manager, ecosystem Australia Jobs ↗
22. Support manager, ecosystem Jobs Australia ↗
23. Support manager, ecosystem Job Search ↗
24. Support manager, ecosystem Search ↗

25. Support manager, ecosystem Find Jobs ↗

Source: <https://au.expertini.com/jobs/job/support-manager-ecosystem-australia-atlassian-2708-40217/>

Generated on: 2024-05-02 by Expertini.Com