

Boss of All Things: TAC

Role Description (A)



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Herrick Networks Limited
Registered in England: 13437755

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About this role

Our Technical Assistance Center (TAC) is one of the cornerstones of our operation. The primary function of the Boss of All Things: TAC is to provide leadership of our Technical Assistance Center resources providing front line technical support to our clients to exploit our complex Operational Support Systems (OSS) and Business Support Systems (BSS) to their maximum capabilities. The ideal candidate will have solid management skills and a track record for leading small teams in a highly technical, process-driven networking environment. This role requires a high level of understanding of technically complex systems and processes and a willingness to identify and adopt innovation.

You will be expected to work remotely, attend our office as appropriate and visit client sites when requested.

Responsibilities and duties

As Boss of all Things: TAC you will be expected to autonomously manage all things TAC related:

- Managing our 24x7 Technical Assistance Center.
- Manage query tickets to their resolution.
- Liaising directly with clients providing support and system insights.
- Be responsible for maintaining and constantly improving our TAC systems and processes.
- Managing the motivation and welfare of your TAC staff.
- Provide support to our sales resources in the acquisition and maintenance of our clients.
- Directly reporting to the Technical Chief.
- Providing input to the Board and Board reports.
- Maintaining an excellent awareness of the target market, industry innovations and the supplier landscape.

Qualifications and skills

Interpersonal and communication skills are vital in this role. You will need to communicate with clients and partners, sometimes in stressful situations but always in a professional and courteous manner. You will need to be able to positively motivate your staff at all times and be prepared to ask them to go above and beyond the call of duty when required.

We operate in a rapidly evolving technical space and as such you will be expected to maintain your own awareness of commercial market drivers, technical innovation and the evolving supplier landscape.

Salary and benefits

Basic salary: £50,000 per annum.

Enterprise Management Incentive (EMI) share scheme.

Our culture

Herrick is new but collectively we've got many years experience, that's why we know teamwork is essential to our success. Teamwork encourages personal growth, increases job satisfaction, and reduces stress. Happy people make happy clients make commercial success. That's why it's so important for us to find the right people.

What to do now

If you've gotten this far and you're still interested then why not drop us an email to careers@herricknetworks.com with your resume and a brief note on your view of this role and how you could fit in. We are looking forward to hearing from you.