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| **Job Title** | Zendesk Delivery Manager | **Job Family** |  |
| **Grade** |  | **Reports to** | TBC |
| **Location** | Swinton/Birmingham - Hybrid | **Team Size** | N/A |

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| About the role: |
| As a **Zendesk Delivery Manager**, you will play a crucial role in developing smart and innovative solutions in Zendesk and will manage and oversee the development, deployment, and maintenance of Zendesk applications, providing support for colleagues and investigating and resolving technical issues as they arise. You are there to guide and direct others when required as a technical subject matter expert. You’ll collaborate with product, customer support, customer success, service delivery functions, stakeholders and end-users to ensure optimal performance, reliability, and security of Zendesk applications.  Administering, maintaining, and improving Zendesk to meet the business requirements, you will be required to provide support, administration and development of the platform alongside assisting colleagues on an individual basis and contributing to projects.  The role requires a significant amount of Zendesk experience and knowledge, both of out of the box functionality with the ability to configure and customise / develop where appropriate.  The role also requires writing documentation for all systems to ensure efficiency during the support process.  Ultimately, you will be the custodian of our Zendesk platform on a day-to-day basis, passionately helping the business to leverage the full capability of the solution to drive improvements in the customer and colleague experience and helping us to work in the most optimal and efficient way possible. |
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| **Role Accountabilities and responsibilities:** |
| **Application development and oversight:**   * Manage the entire lifecycle of Zendesk applications, from design and development to deployment and maintenance of the solutions used across the teams. * Collaborate with cross-functional teams to define requirements, scope, and deliverables for Zendesk applications. * Ensure adherence to best practices, coding standards, and quality assurance processes. * Assess the viability of new requests and provide proposals and solutions to the business that meet business requirements, align with IT strategy and maximise reuse opportunities. * Create and update Technical Documents when necessary. * Work with business leads to generate dashboards, performance analytics data collectors and reports as needed. * Foster a collaborative and innovative work environment, encouraging continuous learning and growth.   **Performance, reliability and application support:**   * Monitor and optimise Zendesk application performance, identifying bottlenecks and implementing improvements. * Conduct regular risk assessments and implement measures to safeguard data and systems. * Resolve complex problems or transactions, where expertise is required. * Prioritise and manage Zendesk support incidents and change tickets ensuring that change requests are managed in line with the Zendesk blueprint.   **Continuous improvement**:   * Attend meetings to discuss evolving environment and technological advances surrounding the current information technology landscape. * Regularly audit the Zendesk platform for efficiency and effectiveness. * Lead projects to enhance or expand the Zendesk setup based on audit findings. * Identify opportunities to improve the application / streamline development activities wherever required and promote / drive innovation in technologies, processes, and tools. * Support the roll-out of new applications. * Support the communication and delivery of requirements with relevant stakeholders in order to develop and influence solution direction as appropriate. * Work continuously on a task until completion (or referral to third parties, if appropriate) * Work with third party companies to make sure that a give project/task is completed to the highest standard, and within company policies. * Test and evaluate new technology and applications. * Support the roll-out of new applications.  **Qualifications and Skills:**  * Proven experience in application development, preferably with Zendesk or other customer service platforms. * Knowledge of Zendesk settings, triggers, automations, and integrations * Experience in designing and implementing solutions within Zendesk is required. * Ability to manage multiple stakeholder requirements and tightly prioritise based on business need and overall impact. * Strong leadership and communication skills. * Experience driving continuous improvement projects and initiative rollouts. * Analytical and problem solving with strong technical skills * Strong oral and written communication skills * Perform problem determination and root cause analysis to give effective resolution to problems in accordance with the priority service levels. * Knowledge of project management and program management methodologies * Demonstrate a good knowledge of compliance and security standards. * Experience in investigating new technologies and providing feedback on system improvements. * Experience of consulting clients and colleagues concerning the maintenance and performance of software systems with a view to improving service |
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| **About you:** |
| * Technically minded with an excellent understanding of delivering a great customer experience through the use of technology to underpin the services delivered. * Good knowledge of the core concepts of Zendesk to include its core functions and customisation capabilities. * Able to work under pressure and demonstrate initiative, enthusiasm, and a rapid learning capability. * Supporting the business, the post holder must be able to work independently, balancing day to day support issues and supporting projects/initiatives, often working on more than one project/initiative at a time and be able to absorb new information quickly. * Excellent listening and questioning skills combined with the ability to interact confidently with the Zendesk customers (colleagues) to establish what the problem is and explain the solution. * The ability to think logically and work well under pressure. |

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| Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc |
| Hybrid working – 2-3 days per week based in Swinton/Birmingham |