Team Lead, Cloud Support

Apply Now

Company: DigitalOcean LLC

Location: , , Pakistan

Category: other-general

Do you ever wonder what happens inside the cloud?DigitalOcean (NYSE: DOCN) simplifies cloud computing so builders can spend more time creating software that changes the world. With our mission-critical infrastructure and fully managed offerings, DigitalOcean enables startups and small and medium-sized businesses (SMBs) to rapidly deploy and scale modern applications. As a remote-first organization, our employees, like our customers, are based around the world. We are looking for individuals who wish to grow in a dynamic Technical Support environment. Cloudways - A DigitalOcean.Com Company is hiring for people who wish to grow in a dynamic Technical Support environment. Our ideal candidate is a customer focused individual that leverages his/her technical expertise for giving best support that benefits our users. Above all, we need individuals who are enthusiastic about working in a fast-paced, highly dynamic, and rewarding cross-functional setting.What You'll Be Doing:Lead the shift of junior and mid level Engineers, you would be responsible for the team to provide world class support and solutions to our customers through tickets & Live chat.Be the last technical resort for your shift.Demonstrate strong teamwork in a 24/7 environment, with flexibility in rotating shifts, including nights, weekends, public holidaysRandomly review team chats apart from Bad CSAT to uphold customer qualityMaintain ranking of the team membersManage your shift (prioritization, control, escalation). Monitor and Improve Shift efficiency and quality.Ensure excellent customer experience by keeping close eyes on every individual's response in your shift, jump in by identifying the complexity and stressful situations.Monitor and fix shift's load / role rotation (delegate tasks between team members)Manage resources to perform

expectations via tracking and maintaining individual performance metrics, chats & ticket performance, and process/procedure adherence as well as constant reinforcement to ensure SLAs are metOwnership of important support KPIs and most importantly customer satisfaction. Responsible for key performance metrics ensuring customer satisfaction (CSAT, Average Chat handling time, tagging, queue Management, queue waiting time)Be able to identify complex cloudways infrastructure issues/bugs and provide immediate response/remediation/ and escalation for incidents by team members during the shiftConduct regular team meetings as well as one-on-one sessions with team members under the RCAs given on Bad rated chats as per your analysis and feedback given on Playvox by seniors / QAEnsure knowledge distribution between team members.Gather feedback on a monthly basis from trenches to identify processes which could be automated within the current operations that can save time for your team.Communicate effectively with managers to identify customer pain points highlighted by your team and propose areas for improvement.Share daily summary of your team by maintaining shift logsMaintain employee shift schedules and their leaves ensuring adequate resource coverage at all times24 x 7 availability to work with the team in addressing incidents/outages where leadership is required.Play a strong role in onboarding and training of new PO members. Ensure new joinings are trained well.Provide encouragement to team members, including helping the PO management setting and communicating team goals and assist in suggesting the right set of training for the newcomers.What You'll Add to DigitalOcean:Graduate or equivalent. Bachelor's degree in Engineering, Computer Science, MIS, or related Technology degree preferred.Work experience in a similar environment. A good understanding of the IT industry and Hosting with previous managerial experienceCustomer-focused with strong customer service skillsStrong Verbal and written communication skillsAbility to communicate effectively (listening, presenting and questioning).Must have excellent skills in problem analysis and troubleshooting complex technical issues as well as trending recurring issuesAdept at assessing situations and making decisionsProcess and Procedure drivenA positive attitude is a must. Available for a flexible 24/7 scheduleCapable team leader; can provide constructive feedback and supportDecent Linux (Apache, Nginx, MySQL) and Development (PHP, Wordpress, Magento, PHP Open Source Application) skills are plusExperience with various Support Communication Systems is plus, such as; Intercom, Zendesk, LiveChatInc as well as large scale Phone and Chat support systems.Why You'll Like Working for Cloudways - A DigitalOcean.com Company:We reward our employees. The salary range for this position is based on relevant years of experience

and skills. Employees may qualify for a bonus in addition to base salary; bonus amounts are determined based on company and individual performance. We also provide equity compensation to eligible employees including grants of equity upon hire and the option to participate in our Employee Stock Purchase Program.We value development. You will work with some of the smartest and most interesting people in the industry. We are a high-performance organization that is always challenging our teams and employees to continuously grow. We maintain a growth mindset in everything we do and invest deeply in employee development through formalized mentorship and other internal programs. We provide all employees with reimbursement for relevant conferences, training, and education.We care about your well-being. In addition to cash and equity compensation, we also offer employees a competitive array of benefits. In the United States, these include health insurance, unlimited vacation, retirement benefits, a generous parental leave program, and additional resources to support employees' overall well-being. While the philosophy around our benefits is the same worldwide, specific benefits may vary in other countries due to local regulations and preferences.We value diversity and inclusivity. We are an equal opportunity employer and we do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.*This is a remote role#LI-Remote

#J-18808-Ljbffr

Apply Now

Cross References and Citations:

1. **Team Lead, Cloud Support Costaricajobs Jobs , , Pakistan Costaricajobs** ↗

2. **Team Lead, Cloud Support Jobssearch Jobs , , Pakistan Jobssearch** ↗

3. **Team Lead, Cloud Support Musicjobs Jobs , , Pakistan Musicjobs** ↗

4. **Team Lead, Cloud Support MadinahjobsJobs , , Pakistan Madinahjobs** ↗

5. **Team Lead, Cloud Support PathologistsjobsJobs , , Pakistan Pathologistsjobs** ↗

6. **Team Lead, Cloud Support ArchaeologyjobsJobs , , Pakistan Archaeologyjobs** ↗

7. **Team Lead, Cloud Support Finlandjobs Jobs , , Pakistan Finlandjobs** ↗

8. **Team Lead, Cloud Support** Minejobs Jobs , , Pakistan Minejobs ↗

9. **Team Lead, Cloud Support** Unitedkingdomjobs Jobs , , Pakistan Unitedkingdomjobs ↗

10. **Team Lead, Cloud Support** Dohajobs Jobs , , Pakistan Dohajobs ↗

11. **Team Lead, Cloud Support** Austinjobs Jobs , , Pakistan Austinjobs ↗

12. **Team Lead, Cloud Support** Entertainmentjobsnearme Jobs , , Pakistan Entertainmentjobsnearme ↗

13. **Team Lead, Cloud Support** Jobssearch Jobs , , Pakistan Jobssearch ↗

14. **Team Lead, Cloud Support** Musicjobs Jobs , , Pakistan Musicjobs ↗

15. **Team Lead, Cloud Support** Ridesharingindustryjobs Jobs , , Pakistan Ridesharingindustryjobs ↗

16. **Team Lead, Cloud Support** Beijingjobs Jobs , , Pakistan Beijingjobs ↗

17. **Team Lead, Cloud Support** Chinajobs Jobs , , Pakistan Chinajobs ↗

18. **Team Lead, Cloud Support** Artjobsnearme Jobs , , Pakistan Artjobsnearme ↗

19. **Team lead, cloud support Jobs , , pakistan** ↗

20. **AMP Version of Team lead, cloud support** ↗

21. **Team lead, cloud support , , pakistan Jobs** ↗

22. **Team lead, cloud support Jobs , , pakistan** ↗

23. **Team lead, cloud support Job Search** ↗

24. **Team lead, cloud support Search** ↗

25. **Team lead, cloud support Find Jobs** ↗