

## Team Lead, Cloud Support

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Company: DigitalOcean

Location: Pakistan

Category: other-general

### 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 holidays

Randomly review team chats apart from Bad CSAT to uphold customer quality

Maintain ranking of the team members

Manage 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 met

Ownership 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 shift

Conduct 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 / QA

Ensure 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 logs

Maintain employee shift schedules and their leaves ensuring adequate resource coverage at all times

24 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 experience

Customer-focused with strong customer service skills

Strong Verbal and written communication skills

Ability to communicate effectively (listening, presenting and questioning).

Must have excellent skills in problem analysis and troubleshooting complex technical issues as well as trending recurring issues

Adept at assessing situations and making decisions

Process and Procedure driven

A positive attitude is a must. Available for a flexible 24/7 schedule

Capable team leader; can provide constructive feedback and support

Decent Linux (Apache, Nginx, MySQL) and Development (PHP, Wordpress, Magento, PHP Open Source Application) skills are plus

Experience 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, flexible 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.

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