



## Role Title: Support Manager

### Location: Cambridge, UK

At PhixFlow, our mission is to enable anyone to create business applications by removing the barriers to development through our unique combination of experience, innovation, and intuitive Low-Code platform. We believe software development should be easy and enjoyable, challenging traditional methods, allowing anyone to create business-grade applications that improve processes and drive value.

Our platform has been used to create powerful applications for companies such as Tesco, Virgin Media, Lloyds Pharmacy, The Post Office and Jaguar Land Rover, to name just a few.

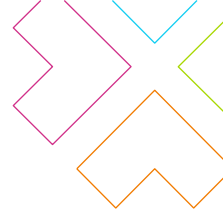
We're looking for a hands-on Support Manager to join us at PhixFlow, based at our headquarters in Cambridge, UK. As the head of support, you will be joining a great team who believe in changing the way modern software is created.

### Key Responsibilities

- > Working with our customers to determine, for each issue, the broad nature of the problem, the impact on the customer, and the urgency
- > Manage our responses internally across different teams needed to solve problems - core development, infrastructure, documentation and solution specialists
- > Maintain a good knowledge of the PhixFlow product and build environments to resolve simple problems directly, and to understand how to direct issues internally
- > Build long-term relationships with customers
- > Identify and manage larger pieces of work (mini-projects) to help customers through larger pieces of support work - PhixFlow upgrades, changes to their build environment, etc.
- > Identify when we need to create test systems to investigate problems, and manage these - with clearly defined test goals, monitoring costs, balancing time taken vs. benefits
- > Identify mitigations and work-arounds when necessary, often by working closely with customers to find opportunities
- > Keep customers up-to-date with progress, providing them clear updates and targets for each stage of resolution
- > Helping to set up a support team to handle our launch into SaaS from mid-2022

### To be successful you will need the following

- > A high degree of personal integrity.
- > Intelligence
- > Motivation and a commitment to delivering quality solutions on time.
- > Articulate in discussions with clients.
- > Strong interpersonal skills.



- > Flexibility

## Desired skills and experience

- > A proven track record of running a support function in an IT service or software product environment, with practical hands-on skills, and a drive for creating and operating processes based on quality, and keeping customers happy
- > Some hands-on experience with SQL and analysing data
- > Experience in Linux and/or windows environments

## What you can expect from PhixFlow

- > A caring company that provides a flexible and safe working environment
- > An opportunity to shape the future of software development
- > A fast-growing, ambitious company with opportunities for you to grow

## Join PhixFlow and let's build the future of software development