

## **Application Support Team Lead**

Location: Worsley, Manchester

Salary: 35 – 40k

Contract: Permanent, Full time

Hours: 9am - 5pm Mon to Friday, a total of 37.5 hours per week.

We are an independent software house based in Worsley, Greater Manchester but nearer to Bolton in the North West of England.

Our core business is selling IT solutions to the Food Delivery sector, primarily Dairy's delivering milk etc to households and businesses throughout the UK; Dairydata is our trading name in this area.

Our data management software is a powerful tool, strategically designed to help you manage your business by improving your efficiency, control and communication.

We developed our data management application for our own dairy business in the 1980s. Today, our Paragon Dairy Management System remains the only application that has been developed by a milkman specifically for the dairy and food delivery industries.

### **Tasks and responsibilities:**

The Application Support Team Leader is required to understand application and coding while having the leadership skills to manage the existing team. The Application Support team is key to investigate, replicate and resolve (with assistance from the technical teams) software issues raised by customers using our software products.

The successful Senior Application Support Team Leader will be liaising directly with customers to understand the nature of the issue they are experiencing, and then helping them to resolve it within agreed SLA's, possibly liaising with other internal teams and stakeholders. In order to achieve this, the candidate needs to possess strong communication skills (written and verbal) and have a good technical grounding (reading/understanding code and familiarity with databases).

### **The ideal candidate will have:**

- Good self-discipline, and verbal and written skills
- Strong ability to prioritise workload and delegate tasks within the team
- Strong analytical/problem solving ability
- Software/Technical grounding
- Confident in communicating complex technical issues and solutions to senior stakeholders with varying degrees of technical understanding
- Supportive approach to coaching and mentoring members of the team
- Experience in using ITSM and Service Desk management tools
- Strong knowledge of MySQL

### **The following skills or experience would be advantageous:**

- Experience with API's and Business Objects
- Experience in Delphi