

REF: SSM2201MX

JOB POSITION: NOC Support Shift Manager

LOCATION: Cancun, Mexico

About Nonius

16 years of experience in hospitality technology

[Nonius](#) provides hospitality technology to more than 330,000 rooms worldwide – in Hotels of the most renowned international chains and several of the most emblematic and recognized independent hotels.

With 11 subsidiaries in EMEA and the Americas and an extensive service partners network, Nonius is equipped to serve global hotel groups, local chains and independent hotels.

We also bring hospitality to other markets such as Outdoor, Apartments, Co-living, Healthcare, Maritime and other Sport and Leisure facilities.

Job description/specification

We are looking for a manager to co-lead our technical support team (Tier1 and Tier2). You will be part of a Customer Services team that is responsible for network systems implementation, maintaining existing systems and highly available network architectures that meet business objectives and SLAs.

Responsibilities/tasks

- Co-plan and co-manage shift schedules for the Customer Support team;
- Prioritise and distribute tasks to the Customer Support team;
- Do Customer Support shifts;
- Coordinate field interventions within the scope of Customer Support;
- Coordinate preventive maintenance activities;
- Management of customer dissatisfaction situations within the scope of Customer Support;
- Co-management of the Customer Support team (Monitoring of individual KPIs, Weekly individual meeting, giving feedback on individual performance and proposing improvement actions);

- Co-coordinate recurrent training actions to the Customer Support Team in the scope of Nonius solutions;
- Responsibility for compliance with the process and Work Instructions in the Customer Support area by the entire team;
- Responsibility for maintaining the customer satisfaction index defined for the year;
- Responsibility for monthly fulfilment of KPIs in the Customer Support area;
- Responsibility for the monthly fulfilment of the SLAs of the active support contracts;
- Responsibility for ensuring 24/7/365 support and service shifts;
- Identify recurring problems in customers with Nonius solutions that generate repetitive tasks / tickets;
- Identify and propose improvements to the process and Work Instructions in the Customer Support area with an impact on customer satisfaction and productivity / team satisfaction;
- Comply with the defined Customer Support Processes and Work Instructions of the Customer Service Department;
- Co-execution the area monthly report from the Customer Support and co-present it at the Customer Service Department monthly meeting.

Profile we are looking

- We are looking for smart, good spirit, talented people!
- You must be a passionate technical, a great team player and have a strong sense of work ethics, responsibility and commitment;
- Technical degree in IT and/or network;
- Previous experience in managing support desk teams/shifts;
- Technical experience with networking and Internet technologies;
- Good Communication skills;
- Fluent in English – spoken and written (Mandatory);
- Fluent in Spanish - spoken and written (Mandatory);
- Availability to work in shifts and weekends.

We will also value the following

- ITIL certification;
- IT certifications [MCSE, CCNA, etc];
- Experience with network equipment: routers, switches, access points, ip telephony;

- Experience with TV systems, Coax, OTT, IPTV;
- Basic knowledge of network protocols;
- Scripting languages (bash and other CLI).

What we offer

- To be part of a great Team with lots of accumulate expertise and specialized knowledge in the Networking and Telecoms;
- A career opportunity to become with the ultimate goal to become a Network/Telecom specialist on an established company that has been growing sustainable year on year;
- Lots of one-to-one training in Networking and Telecoms; Company training on a big set of Network/Telecom products; Lunch and learn sessions (at least one a month);

Please send your resume in English to jobs@noniussoftware.com with reference SSM2201MX