

## Regional Support Manager - Seattle

Nintex is the world's leading SharePoint workflow company, with over 3000 customers in 90 countries serviced by a global network of high quality partners and service providers. Nintex delivers innovative software and cloud services that empower organizations to automate business processes, quickly and easily.

Due to significant customer growth, we seek a proactive and professional Support Manager to ensure the Support team provides exceptional customer care to national and international customers.

Your responsibilities will include:

- Ensuring customer SLAs are met and customers have a great experience of Nintex Support every time
- Being the escalation point for customers and assisting the team with more complex cases
- Ensuring appropriate systems and processes are in place to assist the team in achieving results
- Liaising closely with the Group Support Manager and relevant technical teams
- Providing reporting as required
- Leading, developing and coaching a team of Support Specialists

The ideal candidate will come to us with:

- Extensive experience in customer service roles, ideally in a technical environment
- An understanding of and experience with Microsoft products
- Illustrated success in meeting and exceeding customer expectations
- Experience leading, managing and coaching a team
- Qualifications in IT, Computer Science or a related discipline

We offer:

- A great place to work
- An awesome team of people to work with
- Personal and Career development
- A company that genuinely cares about you
- Flexibility to work in the way that brings out the best in you
- The ability to do what you love, in an environment that supports you
- Cell phone and home internet allowances
- Optional 401k and Health
- Training, support, coaching and development

Our commitment to you is to give you opportunities to help you take your career to the next level!

If this sounds like the perfect role for you, please apply by sending your resume and cover letter to [hireme@nintex.com](mailto:hireme@nintex.com)