



# CAREER OPPORTUNITIES

## Job Description: Shift Supervisor

### WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for a Shift Supervisor to join our Support Team in the UK.

### THE OPPORTUNITY:

PCI Pal are recruiting a new Shift Supervisor for our Technical Support Team, following the promotion of the current Supervisor. As a Shift Supervisor, you'll be responsible for a team of three Support Engineers who will look to you for guidance and direction. You'll manage the workload of the team, ensuring they meet their Service Level Objectives and that their work meets the high standards our customers and partners have come to expect from PCI Pal. You will report into the Customer Support Manager rotate between an early shift (08:00 – 17:00) and a late shift (13:00 – 22:00) on a fortnightly basis.

### YOU WILL BE RESPONSIBLE FOR:

- Leading your team members, ensuring they are organised and understand what they are doing.
- Mentoring junior team members and coaching them to build their technical capability and customer service skills.
- Triaging support tickets and automated alerts from our monitoring systems, investigating faults and owning them through to resolution.
- Engaging key customers and partners on a regular basis, conducting service reviews, ensuring that we are performing to the best possible standards and proactively identifying opportunities to improve the customer experience.
- Managing projects to continually improve the efficiency and effectiveness of the team.
- Acting as an escalation point for complex or high priority issues, ensuring that they are dealt with appropriately and that the right resource is engaged at the right time.

### WE WANT TO HEAR FROM YOU IF YOU:

- Have a technical skillset covering any of the technology that underpins our platform, including:
  - VoIP (SIP, UDP, TLS, RTP, SDP, SBCs or PBXs).
  - Networking (IPSec, Routing, SD-WAN)
  - Cloud Tech (AWS)
  - Monitoring (PRTG, CloudWatch, Elastic)
  - Web Development (CSS, HTML, JavaScript, JSON).
- Are well organised with keen attention to detail.
- Are keen to take on Line Management of a team and lead them to success.
- Can ruthlessly priorities urgent and often competing priorities while managing expectations accordingly.
- Can build strong relationships and credibility with customers and internal teams.

We know the technical skillset is broad and we don't expect any one candidate to tick all of the boxes, what's most important is the drive to fill in the gaps on the job!

### IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service.
- Option to either work in our Ipswich office, or from home (or both!)
- Additional compensation of out of hours work.
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Training and development opportunities.
- Access to an employee assistance programme and wellbeing support hub.
- Team events.
- Ad-hoc incentives and competitions.

### TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact Rachael Drouet, People and Development Manager at PCI Pal ([rachael.drouet@pcipal.com](mailto:rachael.drouet@pcipal.com)).