

Customer Support Manager – Full Time Permanent

Job Reference	SCICSMGLO21
Job Title	Customer Support Manager
Location	USA – Remote/EMEA – Cambridge, UK
Salary	£/\$ Competitive dependent on experience
Benefits	USA: Medical/Vision/Dental, 401K, Annual Leave, Bonus Plan UK: Healthcare, Pension, Annual leave, Bonus plan
Hours	Full Time, Permanent

The Company

SciBite Limited is a multi-award-winning life-sciences technology company based in Cambridge UK which is transforming the way life science organisations handle text and documents. Our semantic deep-learning solutions understand the complexity and variability of content within Life Sciences yet are still simple to use. We can quickly identify and extract scientific terminology from unstructured text and transform it into valuable machine-readable data. Our tools are flexible and versatile, facilitating use by both end-user scientists and integration into 3rd party applications. Our team of expert software engineers and data scientists are at the forefront of the latest developments in AI, such as ontologies, knowledge graphs and machine learning. You'll get to work directly with Elsevier's world-leading set of resources, literature, and databases and SciBite's semantic text analytics technology – a formidable combination that exists nowhere else.

The Role

As part of the SciBite Professional Services team, the Customer Support Manager will be the global lead of first-line support processes and content, helping to ensure that our customers (both new and old) are able to clearly demonstrate and quantify value from their investment with SciBite. Reporting to the Director of Professional Services US/EMEA, the Customer Support Manager will own the improvement of the existing HelpDesk and Solutions-base, transforming the way that SciBite customers interact with and receive product support. In addition, the Customer Support Manager will develop and deliver robust, engaging training resources for SciBite's full suite of cutting-edge technologies.

Duties

Support:

- Own and manage the HelpDesk platform (FreshDesk) and all related processes
- Provide first-line support for highly variable technical support tickets, triaging to the correct technical teams for resolution

- Proactively shepherd tickets through the resolution process, working closely with technical to ensure that tickets are resolved and closed out in accordance with our SLA
- Innovate on our support model and the HelpDesk to continuously improve the Customer experience.
- Lead the collection of support trends, regularly providing feedback to the wider SciBite team

Training and Content:

- Own and manage the Solutions platform (FreshDesk), working closely with Product Owners, Developers, and Product Management to ensure that Products are well-documented, and content is up-to-date, accurate and easy to follow
- Develop a comprehensive suite of onboarding and training materials
- Own the search and selection process for a self-service training platform, driving adoption by existing and new customers
- Lead product training sessions for new customers where required

Qualifications/Skills/Experience

- Hands-on experience with product technical support, including use of ticketing systems for managing customer requests
- Experience in developing training materials and managing training platforms
- Highly motivated, willing to take a proactive approach to support and training material development
- Flexible and able to set priorities in a rapidly changing product environment
- Excellent written, verbal, interpersonal, presentation, and demonstration skills. Customer-facing experience essential
- Familiarity with Life Sciences / Bioinformatics and associated informatics tools and technologies
- Bachelor's degree with 3+ years of experience in a customer-facing role in an informatics, content, or software organization

Additional Qualifications

- Demonstrated ability to communicate solutions to problems to stakeholders with varying degrees of technical knowledge
- Previous exposure to semantic technologies (ontology management, text mining, NLP), scripting languages, UNIX, and/or cloud environments (AWS, Azure, GCP) a plus
- Previous experience in a similar role and/or organisation a plus

What We Offer

A career at SciBite comes with the chance to help tackle real-world challenges of some of the biggest companies in biomedicine and beyond. Coupled with that comes competitive salary, a fantastic benefits package, share options and the chance to work in an environment that encourages innovation and personal development. Perhaps most importantly, working at SciBite offers a chance to enjoy working in a small, friendly

team where what you contribute really makes a difference. With an incredible roster of customers, you'll be working on real products that are positively impacting health and technology across the world. As part of the Elsevier group, you'll also have access to all the resources of a major FTSE-100 company, including an unparalleled data and technology collection that presents a myriad of innovation opportunities. Furthermore, you will benefit from many education & training resources, including a minimum of ten days per year technical training.

If you're excited by innovation and want to join a company that's breaking new ground and growing quickly, please apply at careers@scibite.com quoting the position reference above.

