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## **MANAGER, SUPPORT & SERVICES JOB DESCRIPTION**

**Reports to:** VP Sales  
**Location:** Hong Kong

**Brief:** We are recruiting a Manager for our Support & Services department, that will manage and develop the S&S team globally as well as driving and developing our Services offering and Training program.

**Responsibility:** Your responsibilities are:

- Manage the Support & Services team globally
- Drive and structure the pre- and post- field sales support
- Organize and lead the in-house technical support
- Contribute to the hands-on Field Sales Engineer team on the field
- Own, develop, and maintain the Technical Training program, content and certification for our Channel Partners
- Organize the Technical Training for Channel Partners
- Manage the internal IT support team and tasks
- Support in selected external partner events, exhibitions, and similar activities
- Support the Sales team globally with technical assistance
- Collaborate with Marketing team to derive product datasheets and the technical content in case studies and more
- Organize and structure the information sharing to and from the development organization internally and externally
- Coordinate field tests of new firmware and software prior to release
- Maintain and manage in-house test & demo installations

**Other:** As a part of the global team you will also assist in activities and engagements that span over the whole global business operation.

You will also be required to carry out any other duties which may reasonably be required of you.



**Anywhere**

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**Essential requirements:**

Being an agile team with a global reach, developing and selling a highly technical product in a B2B model, knowledge and experience in the following areas are key to succeed in the role:

- Managing teams
- 5+ years of technical support and services in B2B business
- Channel-driven sales model
- Master business writing
- Fluent in English

**Desirable requirements:**

With the channel-driven sales model and a global reach, the desired requirements are:

- Experience in support internationally with cross-cultural interaction
- Ability to travel at times, mostly in the Asia Pacific region

**Skills and understanding:**

Your skillset includes:

- Clear speaking, listening and written communication skills
- Disciplined and self-driven
- Ability to adapt to changes in a fast-paced environment
- Ability to negotiate and influence
- Ability to problem solving
- Ability to meet tight deadlines
- Ability to multi-task and stay organised
- High attention to details
- Ability to stay calm under pressure
- Ability to use own initiatives
- Ability to work collaboratively in team
- Competent in Microsoft Office