

Byte

<https://www.byte.eco/job/21103/>

Technical Support Manager EMEA

Description

Who Are We? Postman is the world's leading API platform, used by more than 30 million developers and 500,000 organizations, including 98% of the Fortune 500. Postman is helping developers and professionals across the globe build the API-first world by simplifying each step of the API lifecycle and streamlining collaboration, enabling users to create better APIs, faster. The company is headquartered in San Francisco and has an office in Bangalore, where it was founded. Postman is privately held, with funding from Battery Ventures, BOND, Coatue, CRV, Insight Partners, and Nexus Venture Partners. Learn more at postman.com or connect with Postman on Twitter via @getpostman. P.S: We highly recommend reading The "API-First World" graphic novel to understand the bigger picture and our vision at Postman. About The Team: We're looking for an EMEA/APAC based Technical Support Manager to join our small but mighty, globally distributed team and service a variety of different personas & customers as we scale to reach 100+ million connected users. Our support team is heavily relied upon to help shape the future product & engineering roadmap of our rapidly scaling platform, so a technical mind is required as well as a desire to be hands-on in maintaining and improving upon our customer related metrics. What you'll be doing: Lead, mentor, and develop the EMEA/APAC team, setting performance goals, and conducting 1:1s and regular performance reviews. Coordinate and maintain strong communication with the global Support Team. Become a master of the Postman platform and assume the role of technical/product expert within the team. Ensure the timely and effective resolution of customer issues across the team, demonstrating motivation to engage directly with the most severe and complex issues. Monitor and enhance the quality of interactions between our customers and the support team, with the ultimate goal of delivering a delightful and memorable experience. Gather feedback from customers and work closely with our Product and Engineering team to deliver signals and feedback to enhance and improve the Postman product. Refine and enhance process efficiency and automation across the Postman Support team. Continue to hire and build out our EMEA/APAC team as we rapidly scale our user base to 100m+. You would be a great fit if you: A minimum of 5 years of experience operating in technical support. A minimum of 2 years of experience working as a leader within a technical support team. Previous experience working on the Postman platform and a strong understanding of our wider features. A strong understanding of APIs and how they work. Proven experience impacting and effecting a product roadmap according to customer feedback. Our Values: At Postman, we create with the same curiosity that we see in our users. We value transparency & honest communication about not only successes, but also failures. In our work, we focus on specific goals that add up to a larger vision. Our inclusive work culture ensures that everyone is valued equally as important pieces of our final product. We are dedicated to delivering the best products we can. What Else? We offer competitive salary & benefits, & a flexible schedule working with a fun, collaborative team. Enjoy full medical coverage, unlimited PTO, & a monthly lunch stipend. (Yes, seriously. We want you to eat well wherever you're at.) Plus, our wellness program will help you stay healthy from your location with fitness-related reimbursements. Our frequent & fascinating virtual team-building events will keep you connected, while our donation-matching program can support the causes you care about. We're building a long-term company with an inclusive culture where everyone can be the best version of themselves, & we want you to be part of it. PS: Here's a timeline of Postman's journey in becoming an API Platform. Please mention the word **ASPIRATION** and tag RMzUuMjM1LjEwNy40Mg== when

Hiring organization

Postman

Job Location

London, England, United Kingdom

Base Salary

\$ 50000 - \$ 80000

Date posted

April 24, 2024

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Contacts

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