

JD: Online Product Support Associate

Position Title:

Online Product Support Associate

Location:

IT, SAGE Delhi Office

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

The job functions include, but are not limited to, the following:

1. Managing day-to-day queries related to the various online products support tasks.
2. Takes responsibility for successful completion of daily online product support tasks.
3. Ensure you should follow laid down workflows and processes.
4. Closely monitor performance, providing monthly metrics to your manager on tasks.
5. Ensure completion of online product support tasks within the established Service Level Agreements.
6. Communicate effectively and work together with global SAGE department's i.e. Editorial, Marketing, Sales and Production staff to complete tasks.
7. Ensure all emails are responded to within 24 hours of receipt.
8. Perform work with moderate supervision from your manager.
9. Constantly looking for ways to improve processes

OTHERS

1. Provide support to the global ProdTechDev team where necessary.
2. Ensure internal key documentation is updated regularly.
3. Suggest and implement use of new technologies and processes within the department where appropriate.
4. Work cordially and closely with the team and other departments to ensure transparency in our systems and procedures.