



BUSINESS AND TECHNICAL SUPPORT LEAD

Reports to: Operations Manager

Department: Automation

Duty Station: Field Based

Job Summary

The Business and Technical Support Lead provides strategic and operational leadership in coordinating business support and technical service delivery to ensure efficient, compliant, and high-quality execution of client contracts. The role serves as the central coordination point between clients, operational teams, technical personnel, and support functions to optimize service delivery, improve operational performance, and ensure contractual obligations are consistently met.

Key Deliverables

- Coordinate business support activities across operational functions.
- Monitor contract performance against agreed service level agreements (SLAs) and key performance indicators (KPIs).
- Develop and maintain operational performance dashboards and management reports.
- Support business planning, budgeting, forecasting, and resource allocation.
- Analyze operational data and recommend performance improvement initiatives.
- Coordinate implementation of operational policies and procedures.

Technical Service Support

- Coordinate technical service delivery in accordance with contractual requirements.
- Support operational teams in resolving technical and service delivery challenges.
- Monitor technical performance, service quality, and compliance with operational standards.
- Coordinate preventive maintenance schedules and technical support activities where applicable.
- Ensure technical documentation and operational records are maintained accurately.

Client and Stakeholder Management

- Serve as the primary coordination point between clients and internal teams.
- Monitor customer satisfaction and service performance.
- Coordinate client meetings, service reviews, and performance reporting.
- Manage stakeholder communication regarding operational performance and service improvements.
- Support contract implementation and service mobilization activities.

Expected Outcomes

- Delivery of services in accordance with contractual obligations.
- Improved operational efficiency and productivity.
- High client satisfaction and service quality.
- Accurate and timely business reporting.
- Strong compliance with operational, contractual, and regulatory requirements.



- Reduced operational risks and service disruptions.
- Effective coordination between technical and business support functions.
- Continuous improvement in operational performance and customer experience.

Qualifications

- Bachelor's Degree in: Business Administration ,Operations Management ,Engineering ,Project Management ,Logistics and Supply Chain Management ,Information Systems ,Commerce Or a related discipline.

Experience

- Minimum of **5 years** of progressive experience in operations management, technical support, project coordination, or business support.
- At least **2 years** in a supervisory or leadership role.
- Experience managing client contracts or service delivery agreements.
- Experience coordinating cross-functional teams.
- Experience preparing operational and management reports.
- Experience in business analysis and process improvement.
- Experience working within service-oriented or technical environments.

Core Competencies

- Business operations management
- Technical service coordination
- Contract management
- Business analysis
- Project coordination
- Performance monitoring
- Operational reporting
- Process improvement
- Risk management
- Budget monitoring
- Data analysis
- KPI development
- Quality assurance

Working Environment

- Office-based with regular interaction across operational sites.
- Frequent engagement with clients, technical teams, and business support functions.
- Occasional travel to client locations and operational sites.
- Fast-paced environment managing multiple priorities and deadlines.
- Regular use of business systems, reporting tools, and operational dashboards.