



# Technical Support Manager 1

## Job summary

The Company is seeking a [Technical Support Manager](https://100hires.com/technical-support-manager-job-description.html) who is a services expert focused on building internal/external relationships while delivering exceptional results. This role works collaboratively across the services organization, sales, operations, and admin to drive the performance of the team forward in tandem with world-class customer results and satisfaction. There are two key aspects of this function – delivering value to our customers through your team and managing team initiatives to move business results forward.

## Responsibilities

- Drives value to customers and team members by creating and sharing related knowledge and how the Company partners with customers to support their business strategy and goals
- Serve as the primary escalation point for external/internal customers regarding issues, coordinating across all internal teams to ensure issue resolution is completed promptly
- Provide consistent oversight on service tickets progress to ensure customer timelines and expectations are managed
- Manage complex customer issues, coordinating appropriate technical personnel, defining workplan, deadlines and driving customer communications until the customer has confirmed issue resolution
- Collaborate with the appropriate departments to develop and maintain a technology plan that supports customer needs
- Accountable for the team's delivery of timely and accurate technical solutions to customers
- Participate (or lead, when appropriate) in new technology adoption to enhance services offered to our customers
- Demonstrate an approach of continuous improvement across all areas of the work
- Ensure depth and breadth of technical skills are maintained across the team to support customer demand
- Partner across internal teams to vet and onboard new products and/or services
- Develop, implement, and continuously improve process documentation for the technical support team
- Manage initiatives for the team to deliver next-generation services
- Actively participate in best practice sharing within the services organization
- Proactively explore automation and net new efficiencies, making recommendations to senior leadership

## Requirements

- Bachelor's degree or four or more years of work experience
- Experience working in Support Desk
- 5+ years of experience in a technical and/or services industry
- Experience with ticketing solutions such as Zendesk
- Prior consulting or support experience preferred



Prior mentoring or leadership experience preferred

## Technical Support Manager 2

### Job summary

We are seeking a talented individual to join our team as a Technical Support Manager. This position is directly responsible for the overall operation of the Technical Support Department, both online representatives and off-line staff including technology project managers and product support specialists. This position is directly responsible for the daily productivity as well as the profitability of Technical Support.

### Responsibilities

Manage employee activity and development

Interviewing and hiring new employees

Scheduling and attendance issues

Performance evaluations

Communication with employees about changes to current systems

Continual training program development

Monitoring individual standards

Disciplinary issues including terminations

Maintain and analyze key production statistics to determine effectiveness, find opportunities for cost and time savings, and recommend improvements

Case completions/Escalations

Case handle and tracking times

Attendance and adherence

Payroll

Service Level

Answer speed

Create and maintain daily/weekly/monthly statistical reports

Monitor Transaction Server volume and report any potential issues.

Manage Technology Project Management team

Approve hardware requisitions and provides business reasons to approve to Director

Works closely with Account Executives, ATMs, and other internal stakeholders to accommodate client equipment needs

Ensures project documents are complete, current, and stored appropriately

Works with Computer Purchasing and Software Development on hardware trends and acquisition

Monitor the overall quality of service provided by the departments for our clients



- Coach and evaluate Supervisors and Team Leaders and provide a plan for growth and development
- Handle escalations via telephone, correspondence, and/or e-mail
- Monitor departmental results frequently and quickly and create a plan to bring areas of opportunity back to within standards as needed.
- Establish and implement short and long-range departmental goals, objectives, policies, and operating procedures
- Demonstrate enthusiastic support of the corporate mission, core values, and long-term objectives
- Continually solicit client feedback to gain insight into the client's experience, perception of processes, and areas of improvement
- Lead special projects within the department

## Requirements

- Bachelor's degree strongly preferred
- Minimum of 3+ years' previous manager
- Previous Call Center experience preferred
- Previous Technical Support experience required
- Proven ability to successfully lead a remote team in a Call Center setting
- Decision-making with analysis of all business impacts/other departments
- Ability to organize and manage multiple priorities and change direction quickly
- Must be able to communicate direction accurately and effectively with other departmental staff members both verbally and in writing
- Interpersonal skills: the ability to understand and relate to a wide range of clients, associates, and upper management
- Conflict handling: the ability to handle client and associates' issues and provide an effective resolution
- Ability to multi-task in a fast-paced environment
- Must be extremely detail-oriented and able to make sound decisions
- Must be able to evaluate employee's performance and communicate the information to the employee
- Windows operating systems and basic Linux command knowledge beneficial

## Technical Support Manager 3

### Job summary

The Technical Support Representative (TSR) Manager is the direct manager of highly skilled technicians who support a technical infrastructure that will assist others to bring their work to completion effectively and efficiently. The TSR Manager is accountable for the successful results of Desk Side Support work.

### Responsibilities



Manage highly skilled technicians and ensure their development, training, effectiveness, and competence

Develop TSR's skills, capabilities, and effectiveness

Manage team leads and assign major pieces of work as needed

Track incident management activities, their quality, and timeliness

Utilize advanced judgment, provide guidance, and determine procedures

High level of skill using advanced judgment and initiative

Determine methods and procedures, and guide team members in problem-solving

Ensure high expectations of customer service and service level agreements are met and maintained

Meet frequently with customer representatives to validate that their support needs are being met

Maintain and track service level

Manage projects effectively

Participate in continual learning by personal study and attending classes and seminars

The employee must regularly manage the work of other employees (may include mixed workforce)

The employee is authorized, in partnership with HR, to hire or fire employees and recommends advancement, promotion, or any other change of status of employees within their reporting line

## Requirements

Bachelor's degree in a related field or equivalent professional experience

8+ years of experience in supporting a wide range of PC hardware and software, local area networks (LANs), data and voice communication applications, and, a demonstrated understanding of related computer systems and office applications

2+ years' experience in the management of projects, including people, resources, etc., customer relations, and computer systems and network consulting

Demonstrate an understanding of related computer systems and office applications

Ability to adapt and learn new concepts and products

Strong troubleshooting skills

Ability to work through the complexity and a variety of technical, customer, and employee issues with efficiency

Proven energetic leadership, proven capacity, and additional scope of responsibility

Must possess a working knowledge of desktop and network operating systems, systems administration, and application installation such as A+, MCDST, ITIL, etc.

Must be able to handle complexity and a variety of technical, customer, and employee issues

To successfully perform the essential functions of the job there may be physical requirements that need to be met such as sitting for long periods and using computer monitors/equipment



# Technical Support Manager 4

## Job summary

In this [Technical Support Manager](https://100hires.com/technical-support-manager-job-description.html) role you will manage a team that is accountable for overall partner experience by assisting our resellers with their billing, order placement, and technical inquiries.

Your team will take service requests by phone, email, and instant-chat messages. In this role, you'll leverage your technical expertise and passion for outstanding customer service to assist and enable your team to answer questions and troubleshoot technical issues.

## Responsibilities

Proactively monitor and manage inbound calls, vendor-scheduled calls, emails, and chat volume to ensure proper coverage.

Continuously evaluate agent performance on call, email, and chat platforms

Track key performance indicators (KPIs) to ensure proper service levels are met.

Engage with individual front-line representatives and provide coaching, problem-solving, and enablement where necessary

Create and maintain strong technical acumen of the platform and inter-workings to support front-line representatives

Evaluate, respond, and resolve complex inbound Billing and Technical customer escalations/inquiries.

Ensure representatives accurately and efficiently log all issues and status updates in our internal tracking system

Understands partners' business objectives/impact and applies their expertise to timely resolve issues and ensure customer success

Work with internal departments to find ways to expand the capable scope of Customer Support to reduce dependency on other departments using the tools, processes, and systems available

Develop daily, weekly, and monthly reports on the team's productivity

Identify process and procedural enhancements; recommend and implement changes to ensure the best possible customer experience.

Analyze support issue trends and work with Platform Success and various departments on mitigation

Determine proactive support methods to create a WOW experience for partners

Interacts closely with various departments and vendors to provide timely resolution on issues

## Requirements

1-3 years experience managing a team

Passion for driving exceptional customer experience

Customer-service oriented with a problem-solving attitude



Ability to prioritize requests effectively and manage expectations

Ability to balance attention to detail with expeditious execution in a fast-paced working environment

Must have excellent verbal and written communication skills, as well as excellent analytical and problem-solving skills.

Strong technical knowledge of cloud and platform technology with an ability to give instructions to a technical and/or non-technical audience

Experience with API a plus

## Technical Support Manager 5

### Job summary

The [Technical Support Manager](https://100hires.com/technical-support-manager-job-description.html) will be responsible for providing timely support of end user and branch hardware and other requests. They will provide oversight and participate in all aspects of Technical Support. Leads, coaches, and mentors the Technical Support team. Oversight of escalations, quality control, and ticket analytics and providing technical leadership within the organization. Provide maintenance of the end user and branch compute environment by analyzing requirements, resolving problems, and installing hardware or software solutions. Partnership and support of the other Technology Teams, Bat Phone, and the Training Department. They will ensure the overall IT team is always providing a stellar support experience for our large and growing user and member base. Travel to various locations is required. Saturday hours are required.

### Responsibilities

Establish best practices through the entire technical support process and constantly refine the user technical support experience to maximize efficiency while maintaining brand frame service.

Ensure user support is timely and accurate daily.

Demonstrate the expert ability to learn about needs before making recommendations and/or applying fixes. Recommend and/or apply fixes considering the user experience.

Field and review all work coming in to provide the best user experience.

Gather and document system and user requirements and demonstrate a high level of understanding and skill related to business analysis and process mapping.

Define and collect KPIs to manage capacity and recommend future improvements and projects.

Proactive in identifying potential problems before they arise, and working to assure the stability of all systems and devices utilized by our users.

Coordinating with the groups of the business units who test, validate, evaluate new applications and functions, and determine issues in services and software.

Responsible for assisting with coordinating and testing all upgrades and enhancements to user hardware and devices.

### Requirements



Bachelor's Degree in IT or equivalent in specialized technical training and five years of related work experience.

Minimum 5 years leadership experience

Minimum 5 years of technical activities related to IT support

Previous technical support desk management experience

Audio visual equipment experience preferred

Microsoft Office Suite to include Outlook

Analytical and troubleshooting skills

Understands and embraces new technology

Ability to identify and solve problems

Proficient in process improvement

Exceptional written and listening skills

Good interpersonal skills

Analytical skills

Ability to work independently

Ability to multi-task

Good working habits and able to work well alone or with a team

## Technical Support Manager 6

### Job summary

The [Technical Support Manager](https://100hires.com/technical-support-manager-job-description.html) is the thought leader of the tech support team. They will act as a guiding force to ensure that Company is providing top-quality customer services to our clients. The [Technical Support Manager](https://100hires.com/technical-support-manager-job-description.html) will lead, manage, and maintain all activities related to customer troubleshooting and support including leading and motivating a team of staff to ensure they're giving the best customer service possible while handling queries and complaints from both internal and external customers.

### Responsibilities

Oversee day-to-day operations of a remote Technical Support Team in multiple time zones

Provide oversight of operational resource allocations to meet service-level commitments

Guide the team in the effective management of client relationships and resolution of client issues

Manage workloads through a ticketing system while adhering to established processes

Guide to resolving complex, project-related, organizational, and strategic issues

Promote a cooperative, collegial approach to problem-solving

Mentor tech support associates for growth, development, and overall customer experience



- Identify patterns of concerns and make recommendations of opportunities for process improvements
- Lead and support tech support teams through change management
- Lead hiring and career development for a team of professionals across a variety of technical disciplines
- Collaborate with partner teams to achieve shared objectives and lead continuous improvement efforts
- Collaborate with internal departments on escalated issues and communicate effectively with clients in a timely way
- Create effective support processes that will increase the efficiency of both agents and the department

## Requirements

- Bachelor's degree in Computer Science, Information Technology, Computer Networking, and Hardware, IT, or relevant field
- A minimum of 5 years of proven experience in tech support, customer support, or service desk position
- Team lead/supervisor experience preferred
- Professional Certifications such as Linux will be preferred
- Ability to diagnose hardware and troubleshoot technical issues
- Autonomous and self-governing; able to work independently with little direction
- Proficiency in Google Suite and customer support software
- Outstanding written and verbal communication skills
- Excellent leadership and interpersonal skills
- Strong problem-solving skills and thought leadership
- Customer orientation and ability to adapt/respond to different types of characters
- Ability to manage multiple projects to completion and meet deadlines
- Proven ability to work effectively with customers, contractors, and internal stakeholders

## Technical Support Manager 7

### Job summary

The [Technical Support Manager](https://100hires.com/technical-support-manager-job-description.html) is responsible for the first line of response on all technical support and related communications internally and externally as related to after-sales support. Manages all programs necessary to source, document and disseminate maintenance and problem-solving knowledge for internal and external personnel.

### Responsibilities

- Provides leadership for the technical support team. Guides Technical Support Engineers and develops responses for problem identification and resolution
- Develops technical support plans, programs, and staffing schedules to ensure adequate coverage is provided to meet





customer needs

Owns the escalation process and related standard work

Responsible for processes to implement the use and continuous development of systems and tools to improve problem-solving consistency and efficiency within Tech Support and Field Service teams

Manages the Company's technical training program and all related technical documentation development

Interacts with internal departments to obtain/provide required product information

Manages and releases customer service advisories and work instructions

Manages customer portal and any other customer-facing tools related to technical support

Provides and supports after-hours service to customers as required by the department staffing levels

Develops and/or maintains ISO procedures, key performance indicators, and other business measures to effectively manage technical support resources

Performs all normal supervisory functions, including hiring, training, appraisal, counseling, and discipline

Performs other duties as assigned

## Requirements

Associates Degree in a technical field; Bachelor's Degree in a technical field preferred

Minimum five years of experience in customer support or related technical area

Must possess a valid driver's license, clean driving record, major credit card (for business travel), and passport

Ability to communicate effectively interdepartmentally and externally with customers and vendors, and respond to common inquiries, complaints, and requests

Ability to lead in a technical team environment

Ability to travel (up to 20%) to support customer needs, as required

Strong background in computers, networks, and applications

Good organization, prioritizing, and multitasking skills

Ability to define problems, collect data, establish facts, and draw valid conclusions

Ability to read and interpret technical journals and reports

Excellent communication skills (written and verbal)

Ability to identify training-related business needs, and recommend and develop effective solutions

Ability to compile reports and compose routine correspondence

## Technical Support Manager 8

### Job summary

The [Technical Support Manager](https://100hires.com/technical-support-manager-job-description.html) serves as a support [subject matter expert](https://100hires.com/subject-matter-expert-job-description.html)



for the area relating to standards, programs, and practices for patient meal delivery services.

## Responsibilities

Supports that area meets specific targets for the reduction of food costs through the implementation of food production systems and purchasing compliance.

Supports the implementation of existing business and new unit openings including the development and administration of training plans for program compliance.

Performs inspections and audits to ensure contractual and regulatory compliance.

Responds promptly to reported incidents, ensuring professional investigations and follow through

Serves as a resource/consultant to internal/external customers

Maintain close working relationships with site managers to ensure technical operational excellence is achieved and sustained.

Visit and inspect accounts, providing objective feedback based on operational standards.

Educate site managers to follow the installation of the Food Management Process to reinforce expected management behaviors.

Supports implementation of action plans for accounts, and monitor progress and results.

Supports the installation of Food programs and initiatives.

Helps to determine resource needs and provide recommendations to ensure appropriate resources are available and utilized for existing accounts.

Recommends changes in operations based on standards, identify appropriate resources, and assists with implementation plans.

## Requirements

Basic Education Requirement - Bachelor's Degree or equivalent experience

Basic Management Experience - 5 years

Basic Functional Experience - 5 years of experience in related field

## Technical Support Manager 9

### Job summary

We're looking for a [Technical Support Manager](https://100hires.com/technical-support-manager-job-description.html) who has experience working with client-facing teams as well as Product and Engineering teams to ensure customer escalations are handled optimally. This role manages a team of technical support specialists who enable customers and internal teams with a focus on technical and product acumen and judgment. This role works across leadership and stakeholders to ensure customer issues are resolved in a timely and customer-first way and provides excellent coaching and mentoring to the Technical Support team.



## Responsibilities

Develop appropriate metrics and KPIs to ensure optimal levels of productivity and customer satisfaction.

Maintain and continue to elevate technical acumen, product knowledge, and tooling training.

Collaborate closely and effectively with other teams such as Support Engineering, Product Management, and Customer Success on internal processes, escalations, and retros.

Mentor, coach, train, and support technical team members, ensuring an excellent source of information and knowledge throughout the team.

Hire, interview, and select excellent talent for the organization.

Iterate on existing processes to bridge any gaps between Engineering/Product and customer-facing teams.

Continue to develop industry knowledge and product developments.

Ensure a customer-first attitude and priority across the team.

## Requirements

At least 2+ years of managing a technical support team, with a proven ability to lead, motivate, and perform management team members.

Experience managing global teams.

Strong product knowledge of a scaling SaaS product or suite of products.

Ability to effectively set and maintain key metrics for a scaling team and a fast-growing business.

Experience and understanding of leading distributed global teams.

Excellent working knowledge of Zendesk & JIRA.

Demonstrated knowledge troubleshooting API's and using SQL.

## Technical Support Manager 10

### Job summary

We are looking for a Technical Support Manager.

### Responsibilities

Manage area(s), or team(s) of company employees with well-defined, limited scope, including directing daily work activities/priorities, people recruitment and development, cost management, and direction-setting within the area of responsibility.

Generally sets work activities of teams providing remote (offsite) service; customer access, pre-sales, post-sales, or service delivery to solve various business systems and applications problems for customers: onsite engineering



personnel: and Authorized Service Providers.

Services are provided on standard, specialized, or complex systems.

May be responsible for leading, managing, sponsoring, or participating in projects.

Responsible for managing a budget.

Ensure operational excellence by establishing key metrics and ensuring team goals and contractual commitments are met.

Establish and manage relationships with subject matter experts and appropriate management, to maintain and build the business.

## Requirements

Bachelor's degree or equivalent work experience

6+ years of experience in customer support with proven managerial abilities

People management responsibility.

Demonstrate some in-depth knowledge of corporate organization and policies.

Demonstrate business, technical or functional knowledge at the mastery level.

Demonstrate administrative or operations knowledge.

Demonstrate skills in project management, analysis, communication, scheduling, controlling, and presentation.

Demonstrate management capability.

Familiar with the full portfolio of offerings, with detailed knowledge of services that are delivered out of their organization.

Ability to lead project teams.

Demonstrates detailed knowledge of support solutions.

Called upon to create or implement strategic plans, goal setting, and Plan of Record management.

Knowledge of the company's financial management processes.

Forecast and manage to a budget