

Manager, Technical Support Services

To apply for this position, click [here!](#)

Imagine a job where you...

- Enjoy a no-nonsense working environment where you collaborate with colleagues across business units
- Have an opportunity to shape and influence processes to ensure clients are well supported and motivated to continue to do business with Calabrio
- Have a meaningful impact on the mission-critical products and services that clients rely on every single day
- Have tons of room for learning and career growth

WHAT YOU'LL BE DOING~

Calabrio is looking for a highly motivated Technical Support Services Manager to join a leadership team responsible for managing day-to-day Support Services Operations. Calabrio is an innovative, fast-paced, growing software company that provides integrated workforce optimization software for today's multi-channel contact centers. This position provides a wide variety of challenges and opportunities requiring use of tools, software and technology to solve problems.

The Manager of Technical Support Services is responsible for fostering an environment of continuous improvement and learning to maximize individual and team performance. The ideal candidate will have a proven track record of building internal and external partnerships, strong customer focus and a commitment to employee development and growth.

DO YOU HAVE THESE DIFFERENT TALENTS?

- 3+ years leading in a customer service environment, preferably leading a team of technical resources
- 4-year degree preferred
- IP technology, CCNA/CCNP, and programming experience preferred
- Call Center experiences a plus

If you enjoy being challenged, and want to grow your talent to the next level, then Calabrio is looking for you!

CALABRIO STANDARD COMPETENCIES

- Collaboration amongst teams
- Open communication across the company
- Ambitious
- Accountable
- Customer Success!

Calabrio, Inc. is an Equal Opportunity Employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability or veteran status.

Find news and information at www.calabrio.com . Follow [@Calabrio](#) on Twitter. Copyright © 2017 Calabrio, Inc.