

## Manager, Technical Support Services

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

Are you a Contact Center Manager looking to lead a group of Customer Support Engineers in a fast moving software company? Are you looking for a role where you will have meaningful impact on the mission-critical products and services that clients rely on every single day?

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. You will have the opportunity to shape and influence processes to ensure clients are well supported and motivated to continue to do business with Calabrio.

### WHAT PROBLEMS WILL YOU BE SOLVING?

- Lead and develop a growing team of technical support services staff.
- Hire, train and mentor staff.
- Responsible for effectively aligning resources to ensure timely high quality support for internal and external customers.
- Define, communicate and monitor team and individual performance metrics.
- Proactively identify process improvements and ways to enhance service quality and responsiveness.
- Act as a point of escalation to assist team in providing timely solutions to resolve customer concerns.
- Ensure consistent documentation for all service offerings and ensure knowledgebase is up-to-date and user friendly.
- Proactively keep key stakeholders informed on status of initiatives and customer service issues.
- Identify trends and provide recommendations to evolve support offerings that nurture and support industry excellence and superior service.
- Lead and support efforts to ensure effective multi-channel support for customers (e.g. self-service, phone, email, etc.)
- Effectively partner and contribute to broader leadership team to ensure overall team is fully aligned and effectively responding to support needs.
- Work directly with customers and/or partners to strengthen relationships and support retention
- Other core expectations will be defined by your direct supervisor/manager.

### WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- Demonstrates clear ownership and sense of urgency in resolving problems
  - Excellent knowledge of customer service procedures and best practices.
  - Excellent verbal and written communication skills.
  - Excellent troubleshooting, diagnostic, and analytical skills for problem solving
  - Demonstrated leadership of customer satisfaction and technical problem resolution.
  - Exceptional time management and decision making skills.
  - Proficient PC, VoIP and Telephony networking and workforce optimization software, VMWare software, Microsoft OS & SQL software, CRM and CTI software application skills.
  - Other core competencies will be defined by your direct supervisor/manager.
-

**WHAT IS REQUIRED FOR YOU TO APPLY?**

- 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

**WHAT VALUES ARE IMPORTANT TO CALABRIO?**

- 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](http://www.calabrio.com) . Follow [@Calabrio](https://twitter.com/Calabrio) on Twitter. Copyright © 2017 Calabrio, Inc.