

Technical Services Manager

POSITION SUMMARY

Calabrio is looking for a highly motivated Technical Services Manager who will lead a team of technical implementation and support professionals to successfully deploy our Workforce Optimization (WFO) and Analytics Suite. In addition, the Technical Services team will support Calabrio partners as they deploy our WFO Suite. This position provides a wide variety of challenges requiring use of tools, software and technology to solve problems. Calabrio is an innovative, fast-paced, growing software company that delivers integrated workforce optimization software for today's multi-channel contact centers.

CORE EXPECTATIONS

- Lead and develop a growing team of technical services staff
- Hire, train and mentor staff
- Plan and manage resource assignments and capacity planning for the technical services team to ensure project requirements are met
- Develop and track metrics to monitor and evaluate team performance
- Act as a point of escalation to assist team in finding solutions to project issues and resolving customer concerns
- Lead the team in deploying and configuring Calabrio's WFO Suite of products including Quality Management, Workforce Management and Analytics
- Understanding programming concepts and software integration technologies
- Knowledge of Microsoft SQL installation and configuration, as well as best practices
- Knowledge of Microsoft Windows Server operating systems and Active Directory
- Consult and validate solution designs
- Provide remote support for software installations
- Self-directed and able to work independently to meet deadlines
- IP Telephony (Cisco and Avaya) troubleshooting
- Develop and review implementation processes
- Document field-discovered software defects for software development teams
- Knowledge of VMWare

CORE COMPETENCIES

- Ability to lead, inspire and motivate the Technical Services team
- Excellent troubleshooting, diagnostic, and analytical skills for problem solving
- Excellent verbal, written, and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- Ability to work independently and as part of a team
- Must be able to prioritize project work across a team of resources
- Customer-facing/presentation skills

- Document skills – able to deliver low-level design documentation
- Strong research and consultative skills
- Project management skills

EDUCATION/EXPERIENCE

- Experience implementing technical solutions and leading a team of technical resources
- 3+ years in a team leadership role
- 4-year degree preferred
- IP technology, CCNA/CCNP, and programming experience a plus

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

INTERESTED IN THIS OPPORTUNITY?

To apply to this position please click [here!](#)

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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