

Technical Services Manager

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Are you a Technical Manager looking to lead a group of Implementation Engineers in a fast moving software company? Do you have WFO knowledge and the ability to work cross functionally? Our Technical Services Manager may be the opportunity for you!

WHAT PROBLEMS WILL YOU BE SOLVING?

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.

WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- Lead and develop a growing team of technical services staff
- Plan and manage resource assignments and capacity planning for the technical services team to ensure project requirements are met
- 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
- Knowledge of Microsoft SQL installation and configuration, as well as best practices
- Knowledge of Microsoft Windows Server operating systems and Active Directory
- Provide remote support for software installations
- IP Telephony (Cisco and Avaya) troubleshooting
- Develop and review implementation processes
- Knowledge of VMWare

WHAT IS REQUIRED FOR YOU TO APPLY?

- 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

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.

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