Downloaded from <https://www.velvetjobs.com/job-descriptions/manager-technical-support>

# Example of Manager, Technical Support Job Description

Our growing company is hiring for a manager, technical support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for manager, technical support

* Measure Technical Account Manager productivity by monitoring work in progress, including projects, demonstrating competency in time management
* Candidate must be willing to travel participate in on-call rotation for management assistance in customer escalations that occur overnight and on week-ends
* Develop metrics to assess customer service levels and analyze metrics periodically to identify areas for improvement
* Provides leadership and direction to the ATS and TOC supervisors and teams
* Frequently interacts with peer group managers involving business issues between departments or functional areas
* Ultimately responsible for managing the global performance of products throughout their lifecycle, utilizing the escalation process to ensure customer satisfaction
* Oversee the SJ and Mexico City lab operations which includes interfacing with TS stakeholders, Advanced Services lab counterparts, Facilities, IT and asset organizations
* Own resolving difficult recreate setups, facility and logistics challenges and resolving conflict
* Execute lab services strategy and innovation projects such as automation, virtualization and asset sharing techniques
* Manage the SJ and Mexico City lab budgets to balance engineer and recreate volume needs while ensuring utilization of resources

## Qualifications for manager, technical support

* 8-12 years of releavnt technical support experience, preferably with Salesforce domain
* Ability to manage Escalations and customer retention
* Ability to manage customer and team expectations
* Ability to collaborate across the teams
* Ability to analyze trends on Key Performance indicators and come up with actions to improve
* Willingness to lead different shifts