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# Example of Manager, Technical Support Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of 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

* Responsible for Staff Management that include, but are not limited to, allocating resources
* Prepare and/or manage departmental budgets
* Communicate with customers directly via telephone and e-mail in a professional and diligent manner
* Create a culture of performance, accountability and customer advocacy
* Facilitate individual and team growth and development
* Ensure the highest levels of operational excellence
* Coach team members in dealing with customer issues
* Working directly with customers in the management of technical and business impacting issues
* Manage customer and sales escalations to a successful outcome
* Proactive approach to team management, foreseeing issues before they become a problem

## Qualifications for manager, technical support

* Candidates can be based in their remote home office, Lake Mary FL or Chelmsford MA
* Degree in Computer Science in Economics or at least 10 years professional IT experience
* 8 years of experience in the software industry with a minimum of 3 years in technical support senior management role, including people management
* Demonstrated success in prior leadership roles
* Familiarity with CRM or incident tracking and management systems such as Salesforce1
* The physical demands for this position are typical of an office environment and must be met