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# Example of Manager, Technical Support Job Description

Our company is looking to fill the role 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

* Provides written project plans for important initiatives, and holds direct reports accountable for their contributions
* Maintains Quality Monitoring program and measures coaching quality of the Technical Support Team Leaders
* Communicates high level reporting weekly, monthly, quarterly and yearly on all relevant Key Performance Indicators to the Sr
* Closes the loop with all assigned or escalated client concerns and provides assistance on escalated issues from Team Leaders
* Perform 1 on 1 meetings with direct reports regularly
* Maintains all performance metrics for all Tech Support Specialists, Product Knowledge Gurus and Technical Support Team Leaders
* Assists with the interview and recruitment process for Tech Support Specialists, Product Knowledge Gurus and Technical Support Team Leaders
* Responsible for ensuring technical training and transfer of technical knowledge/expertise to Geomarket Sales and Operations
* Provides technical support for new product launches and new service introductions
* May plan and manage Region Fleet/Assets (tools, trucks, etc) and be responsible for adequate distribution and allocation of the resources/assets

## Qualifications for manager, technical support

* Twelve years of experience in the technical implementation of software systems, and managing large projects and programming teams
* Plans and allocated resources according to priorities
* Manages the performance of professional employees and/or supervisors
* Uses a range of sources and methods to obtain information relevant to his/her role to drive development of the team’s expertise and encourages discussion relating to the information
* Demonstrates confidence in own ability
* Demonstrates full competence as a people manager