



Example of Director Technical Support Job Description

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Our innovative and growing company is searching for experienced candidates for the position of director technical support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for director technical support

- Demonstrate understanding of key business initiatives and an ability to originate and execute projects suited to those objectives
- Provide technical support on EPC term sheet and EPC contract negotiations to business development support teams
- Provide technical expertise and support to commercial implementation teams on completing standardized form contracts for EPC, major equipment supply and engineering services
- Strong business acumen knowledge of contracts/negotiation
- Demonstrated understanding of business risks, including technical contract structuring to mitigate risk and provide competitive advantage
- Ability to challenge, motivate and influence teams without direct supervision
- Drive change management effort to promote adoption of the new processes, industry best practices or solutions
- Demonstrate deep engineering and technical knowledge of the renewable generating sector with a focus on solar, wind and battery storage
- Provide technical expertise and support to commercial implementation teams on completing standardized form contracts for EPC, major equipment supply and engineering services
- Drive team to meet all operational metrics associated with productivity

Qualifications for director technical support

- Proven record of a strong team leader, coached and developed a collaborative team
- Bachelor's degree or equivalent with a minimum 10 years' experience in Technical Support or related quality management experience
- Strong operational and management background with proven ability to lead an organization in customer service and/or technical support, by providing clear direction and objectives to teams, inspiring them to take on new challenges and exceed expectations
- Concrete experience in delivering strategic solutions for call centers and after sale support and service
- Successful track record in achieving and exceeding operational goals in an ever changing business environment
- Proven track record in quality improvement systems and/or cost efficiency