

Customer Support Manager Job Description

A Customer Support Manager supervises the day to day operations of the help desk for optimal resource management. A Customer Support Manager identifies the customer issue(s) by providing a high quality customer service experience to enhance the quality of support delivered by the assigned engineer. A Customer Support Manager is responsible for assisting customers with their questions about any supported software and computing platforms to the best of his/her ability, in a professional and courteous manner.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Answers incoming phone calls in regards to service related inquiries to troubleshoot malfunctions of network hardware and software applications, telephones and security systems and assign based on service needed to resolve operational issues and restore services.
- Documents, tracks and monitors problems to ensure resolution in a timely manner and tasks are set to the appropriate priority levels.
- Maintains in depth customer management to acquire and retain customers and increase customer satisfaction.
- Maintaining network operations and software applications, operating systems and regular maintenance.
- Maintain current knowledge of industry trends, concepts, practices and procedures and potential impact on the business.
- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors, etc. to provide technical assistance and support
- Reviews customer alerts and follows up with customers to inquire if action is needed
- Complete time logs in Tigerpaw within 48 hours of completing to ensure accurate and timely billing of customers
- Scheduling, assigning and allocation of service order to appropriate engineers
- Daily monitoring of engineering resources
- Any other duties as assigned by management

JOB QUALIFICATIONS:

- Technical, analytical and interpersonal skills required
- MCP - Microsoft Certified Professional
- CCNA - CISCO Certified Network Associate or CCDA – CISCO Certified Design Associate a plus
- Additional certifications required by management
- Excellent working knowledge of up-to-date desktop applications
- Knowledge of Windows Servers, workstations, MS Exchange, VMware, Citrix, anti-virus and other various software applications, certification a plus
- Knowledge of VoIP implementation and support
- Ability to communicate in an understandable, polite and friendly manner, both written and verbal
- Strong organizational skills and ability to multi-task in a small business environment
- Must hold a valid driver's license with no restrictions and possess reliable transportation
- The ability to bend, squat, crawl or climb 75-95% of the time and lift up to 100 pounds
- Availability in response to needs of the customer for installation, maintenance and equipment malfunctions