

Overview

The main responsibilities of the Support Manager are to provide helpdesk support, software training, report building, and consulting services to end users as well as supporting Client Success Managers (CSMs). Secondary responsibilities include software testing, data import/export, and maintaining a sample demonstration account in support of the company's salesforce.

Position Responsibilities:

- Provide Level One helpdesk support. This involves handling "how to..." questions from users, diagnosing software problems, and escalating support tickets to programmers.
- Provide consulting services to customers. This consists of working with customers to identify how to best use their software. It also involves helping customers redesign their business processes so they can maximize the benefit of their new software.
- Perform software testing for software upgrades and new product releases.
- Teach product training courses to customers. This consists of delivering web-based and on-site training to small groups of customers.
- Execute the Implementation Process for new customers. This involves working with new customers and with the CSM team to perform the various steps required to implement a new customer including software setup and data loading using Microsoft Excel and other tools.
- Work closely with the UX/UI department to create innovation within the tool.

Reporting, Administration, Team Meetings

- Team Meetings
- Collaboration meetings
- Timesheets, etc.
- Documentation of processes.

Compensation:

The purpose of this plan is to create the optimum environment, processes, and metrics for achieving success and retention. Plan elements include changes to staffing levels, roles, physical and logical organization, metrics, accountability, compensation and goals.

Our new Application Support Manager will enjoy:

- Base Salary \$35,000-\$45,000 (full-time position)
- Bonus incentives available leading to \$1K - \$10K per year
- President's Club Qualification if 100% of CSM's achieve President's Club
- Paid Vacation / Sick Time
- Paid Holidays
- Comprehensive Benefit Package
- 401(k) Plan



Application Support Manager

Skills Required:

- High level of proficiency with Microsoft Office applications, especially Microsoft Excel.
- A high degree of comfort and skill with the internet, smart phones, tablets, and PCs.
- Proficient keyboarding skills for entering helpdesk tickets, emailing customers, etc.
- Proficiency in basic HTML and other web standards is not required but is a plus.

Additional Skills Desired but not Required:

- Excellent active listening and personal interviewing skills.
- Strong customer support and troubleshooting capabilities.
- A high level of written, spoken, and interpersonal communication skills.
- Demonstrated organizing, planning, and follow-up skills.
- Teaching or training experience is not required but is a plus.
- Ability to work independently with minimal oversight.
- Ability and willingness to travel a few times a year.
- An "ownership" mentality. Ability to approach your work with complete responsibility and accountability as if you owned the company.