

Job Description – Director of Technical Support

The Director of Technical Support is responsible for executing the Technical Support strategy and tactics that will improve the customer experience and build emotional loyalty allowing greater impact to overall sales and revenue. The focus is to drive the business forward in creating stronger relationships, converting more prospects to become customers, increasing sales, managing a large budget, creating operational efficiency, and lastly creating a fun and motivational environment that attracts the best of the best.

About TekSavvy Solutions Inc.

TekSavvy Solutions Inc. believes in doing the right thing. For our customers. For our business. For our employees. We do this by treating people the way we would want to be treated. Fairly. Honestly. With respect and consideration.

Corporate Values

In Leadership – Do what's right, even if it's tough
In Collaboration – Leverage our collective genius, be a team
In Transparency – Be real
In Accountability – Recognize that if it is to be, it's up to me
In Passion – Show commitment in heart and mind
In Advocacy – Earn trust and business
In Quality – Ensure what we do, we do well

Duties and Responsibilities

Reporting to the COO, the duties and responsibilities of the Director of Technical Support include:

Developing and achieving Technical Support objectives and goals to support the organizational vision.
Managing and directing a team of Technical Support, Business Services and Service Resolution and Technical Processing Leaders while leading the development of the vision and strategy for the Sales & Service team.

Assisting in developing an annual business plan to incorporate best call centre practices to meet market and company needs.

Ensuring targeted service and performance standards are achieved or exceeded.

Executing tactical plans and initiatives that exceed customer expectations via phone, email and web—resulting in increased customer satisfaction and sales and Associate satisfaction that will be realized in lower attrition and higher productivity.

Executing additional projects such as synergy initiatives with sister companies, succession planning, hiring and training practices, best sales and coaching practices, cross-functional corporate initiatives.

Establishing and managing communication channels within and among departments—being the liaison to provide customer feedback to the Senior Management Team.

Desired Skills & Experience

Minimum Qualifications

Possess a Bachelor Degree or College Diploma in a relevant field preferred
Extensive experience in a leadership or management role, preferably in the Internet sector
Strong technical background
Previous experience with process improvement

Core Competency Requirements

Demonstrated interpersonal skills including, mentoring, coaching, presentation skills and the ability to interact with colleagues at all technical levels

Dynamic, energetic, motivated, positive outlook with the ability to multi-task and prioritize responsibilities

Ability to communicate with and understand the requirements of professional staff in area of specialty and communicate these requirements to technical staff