

TECHNICAL SUPPORT MANAGER

Region: France
Office Location: Paris
Division: Operations
Reporting to: Director of Operations
Position: Technical Support Manager
Start Date: Immediately
Terms: Permanent, full-time

Position Summary and Primary Objectives

As our Technical Support Manager, you will:

- Provide technical and managerial leadership for our Technical Support department.
- Be responsible for expanding our overall technical support capacity (24x7, multiple time zones), improving our efficiency and quality of service, and improving existing technical support systems and processes.

Main Duties / Key Accountabilities

- Provide on-going Technical Support on all Qosmos products. May include supporting 3rd party products and occasional on site Support.
- Help create and oversee policies and procedures to ensure alignment with metrics, on-time delivery, consistency and outstanding customer satisfaction.
- Manage escalation process for critical customer situations to reduce risk and retain customers.
- Help develop and implement processes and systems that identify trends and patterns that will be used to improve the overall customer service experience. Install and use a knowledge database
- Maintain a high level of technical knowledge of Qosmos and partner products to guide the technical support representatives in troubleshooting and problem solving
- Coordinate resources to provide seamless customer support.
- Communicate clearly and effectively with customers and personnel
- Assist in testing updates to existing Qosmos products.

Education, Training and Experience

- Bachelor's degree or equivalent, with specialization in computer science and networking.
- Three-plus year's technical support management experience in networking and Internet application development.
- Good working knowledge of networking protocols/technologies and Internet applications (TCP/IP, HTTP, VoIP, streaming, peer-to-peer, etc.)
- Developer background with good skills in programming in C language under Linux
- Fluent in English, ability to write documents in good English.

Personal Attributes and Skills Required

- Must have a demonstrated ability to troubleshoot and solve problems quickly
- Must be able to quickly assess issues and react to changing circumstances and new information
- Can juggle multiple parallel projects under pressure and in a fast-paced environment
- Must be able to communicate effectively with vendors, clients, peers, and management
- Understands metrics for running an efficient Technical Support group
- Self motivated and driven to succeed



Your Network is Information

- Detail oriented: ensures high-quality client experience
- Strong sense of urgency as well as ownership/accountability.
- Ability to work in an international team environment

If you have previous experience in managing a technical support department and improving how it functions, a proven track record of delivering Internet-facing applications with high reliability and performance, an intimate knowledge of Internet technologies and protocols, a strong technical acumen for troubleshooting and problem-solving, and can juggle many tasks and projects at once, please send your resume to liebermann@qosmos.com