

POSITION : TECH SUPPORT MANAGER
REPORTING TO : CEO
LOCATION : DELHI-NCR

OBJECTIVES

- **To lead Tech Support team with an aim to provide utmost satisfaction & exemplary experience to customers, leading to higher retention**

KEY RESPONSIBILITY AREAS

- Thorough understanding of the Product, regular updates & upgrades
- Develop end to end processes & procedure for customer support
- Build a strong team of support executives (pre-sales, post-sales), including succession planning
 - Product Training & developing customer relationship skills within the team
 - Hunting, honing, and retaining talent
- Progressive shift of tech support from manual interaction to automated channels viz. FAQs / Training videos etc.; for better customer experience & cost efficiency
- Setting benchmarks for TAT, customer satisfaction and constant monitoring / reporting thereof
- Close coordination with Product development, Sales & Customer Experience functions to remain hands-on on product / satisfaction / customer retention

SKILLS

- Management / Tech Graduate
 - Certification in customer support / project management / quality assurance would be an added advantage
- 3-5 Yrs of experience in managing Call Centre Customer Support, preferably in IT Software Product Cos., with proven
 - Exposure to Accounting / ERP software would be an added advantage
- Deep knowledge of Office 365, call centre business processes - Manual / Automated; training videos etc.;
- Self-initiated with strong Leadership abilities with an eye to create bench strength & succession
- Excellent written and verbal communication and problem-solving skills. A go-to person for domain & soft skills
Soft spoken, relationship development skill, ability to effectively manage SME customer