



Job Title: Technical Support Manager

Department: Customer Support

Summary: The Technical Support Manager is responsible for delivering outstanding customer support and handles escalations both internal and external. This role is critical for ensuring overall satisfaction within the Dynex customer base, delivering professional and technically precise services. This role works cross-functionally and is responsible for full lifecycle technical support and service escalations, upgrade deployments, new product support strategies, product training, and ongoing account maintenance initiatives.

The Technical Support Manager, with direction from Human Resources, executes staffing strategies to support organizational goals, drive recruiting, retention, and employment activities within the department, including but not limited to training and development programs, annual performance appraisals, and compensation reviews.

Essential Functions:

- Manage the Technical Support (TS) team, direct their daily activities and cases to ensure rapid response.
- Ensure Technical Support Specialists (TSS) achieve in-depth product knowledge via training, coaching and professional development.
- Coach TSS to work smartly, maintain available phone status, documenting the issues well, and following cases through to efficient and effective resolution.
- Serve as liaison for customer escalations to ensure consistency in the customer's experience.
- Communicate regular status of customer and product issues to Internal and External clients for escalated events.
- Ensure appropriate schedule creation and adherence for maintaining customer response rate.
- Develop Service and Support processes and procedures to continuously improve team efficiency and establish best practices.
- Drive discovery and improvement to tools available for the service team to deliver outstanding customer support.
- Closely manage critical customer accounts to develop path to issue resolution.
- Identify staffing needs, conduct interviews, make hiring recommendations and manage new hire onboarding for the TS team.
- Manage TS performance management process: write appraisals, establish annual goals, recommend promotions, deliver personnel corrective actions to drive continuous improvement of TS team.
- Own, develop, generate and analyze service and quality metrics for actionable insight and periodic reporting.
- Maintain strong working knowledge of existing and upcoming Dynex products and releases.
- Work with Field Service and Depot Repair counterparts to ensure service organization is prepared for product evolution i.e., software upgrades, new product launches, updated training, service tool development.
- Regularly participate in strategic planning discussions to improve processes and service delivery.
- Perform other duties as assigned.



Supervisory Responsibilities:

- Up to 10 direct reports.

Success Factors:

- Driven, self-motivated, with a strong work ethic and passion for customer service.
- Excellent written, verbal and interpersonal skills, strong communication skills and an impressive telephone demeanor.
- Highly organized, adaptable, with a sense of urgency and ability to manage multiple priorities, meeting deadlines while maintaining composure and professionalism.
- Build strong relationships with all internal and field associates, leveraging synergies to accomplish organizational goals.

Minimum Qualifications/Education:

- Bachelor's Degree in Business or related field.
- At least 3 years of management experience with advanced customer interaction skills.
- Effective leadership experience required, with goal setting and action plans for career development on a team and individual basis.
- Must exhibit effective customer service attitude and be able to lead a team in resolving difficult customer situations.

Computer Skills:

- Microsoft Office software and advanced ability in Excel, Word, and PowerPoint.
- Experience creating recurring and ad hoc reports through CRM, ERP systems.

Work Environment:

- Office.
- Occasional travel up to 10%.

Physical Requirements: Must be able to meet National Institute for Occupational Safety & Health (NIOSH) Standards.

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Please forward resume including salary requirements to fwalker@dynex.com.

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*No Recruiters please.