Technical Support Supervisor

Core responsibilities:
Manage day to day activities, inbound calls, emails, live chat and QC inspections per set guidelines.
Review, change and own all Tech Support guidelines.
Manage and mentor direct reports to develop and improve their technical and customer support skill sets.
Identify training requirements for the team and ensure adequate training of all direct reports.
Ensure clear communication with customers, internal Jameco stakeholders and suppliers to ensure that all parties are kept up to date on open issues or requests.
Escalate customer issues as appropriate with a focus on fluid, high-touch communication to ensure that the customer feels supported as we proceed throught the troubleshooting process.
Actively assist the Product Services Manager in the definition, development and on-going execution of the new QC program.

Support the Strategic Plan through focus on Corporate and Educational customers, understanding their specific pain points and then communicating these to Management for issue resolution and process and systems improvement.
Participate in cross-functional meetings and projects to ensure technical support POV is represented in all major decisions and company initiatives.
Seek all necessary training to develop very strong capabilities & skills in the highly-efficient use of all relevant Jameco systems & tools including, but not limited, to Microsoft Office, Dropbox, data cubes, Asana and Slack.

Technical reponsibilities:
Understand core line of products and troubleshoot problems reported by customers and partners to identify tech support issues. Constantly pursue on-going training and new product onboarding needs to develop top-notch product knowledge to support customers' need for information.
Document findings in AX and ensure that product quality is maintained and improved over time through quality feedback and communication.
Contribute to product content and become and integral part of continuous content improvement.

Process Improvements and Responsibilities
Understand your critical role as the "voice of the customer" and the importance of voicing those concerns, identifying patterns and recurring problems and doggedly pursue problem-solving to improve the customer experience.
QC of all Quarantine process per set guidelines. Ensure products are accurately tested and inspected per set guidelines.
Proactively share ideas and suggest ways to improve processes and systems to improve productivity, accuracy and reduce customer abrasion and pain points.
Create and execute project(s) to define, document and improve all Tech Support procedures and develop into a training guide and on-boarding process.