Director, Technical Support

Phone :
Web :

Job Summary

Vacancy :
Deadline : Nov 08, 2024
Published : Oct 08, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

As the Director of Customer Support, you will lead the build-out of a global, enterprise scale support organization. This will include a 24 hour Support function with a global impact and mandate. Our customers are some of the largest and most influential enterprises in the world, and our product has become a central component of their daily habits and workflows. This is the opportunity to apply your expertise in Customer Support to build and lead a team who play a critical role in the success of our customers and users.

This function supports clients from technical implementation, to go-live and post go-live support. You will be responsible for hiring, leading, and developing talent within the customer support team, with an emphasis on continuous improvement and driving results. You will set best practices and high standards for customer support and work with the team to meet and exceed those standards.

As a part of delivering a high standard of service, you will partner with multiple functions within the organization, with a special focus on Sales, Success, Product, Engineering and DevOps. Interfacing with Sales and Customer Success, your team owns and manages technical aspects of client onboarding, including account implementation, email deliverability ramp up, API ramp up, and post-ramp monitoring. You will also oversee collaboration with Engineering and DevOps in both preventing client performance issues, and in reacting to and resolving reported issues within client SLAs. You will ensure client feedback, and insights derived from client interactions are shared with Product and other groups, and advocate for changes that support client outcomes.

You will be responsible for designing our 24 hour support strategy across our client base, developing a model to segment support based on our tiered client base, and stewarding the iteration of these approaches as our product offering and industry evolve. You will report directly to the Vice President, Customer Success and have a strong voice in company-level strategic decision making. You will lead the annual and quarterly planning process of your team, and a central figure in identifying high-level strategic challenges facing the business.

Additionally, as a senior member of our Go-To-Market Team, you will help inform the structure and processes required to proactively and reactively engage with our users as we build a Support Team ready to scale. You will support our setting of monthly, quarterly, and annual goals for the Support function, while also helping to set company-level targets and functional objectives.

What you will do:

• Lead and coach a team of Technical Support Analysts who are responsible for providing front line support to our customers and users
• Own all aspects of leading a team (managing time off, communications, scheduling conflicts, etc.)
• Set the vision, strategy, roadmap, and goals for success for the Customer Support team
• Maintain and evolve processes related to delivering customer support with a strong emphasis on issue avoidance and timely issue resolution
• Act as the ultimate escalation point for customers in the event of critical issues
• Enhance, rethink and innovate on our current processes; build out the Support function that will efficiently and effectively carry us through 2025 and beyond
• Use a data enabled approach to inform coaching decisions and actions on both a team and individual level
• Analyze metrics and other performance indicators and deliver strategies to improve service levels
• Continuously gather feedback from team members and deliver on internal changes and improvements

What you'll bring to the team:

• You have 4+ years of experience leading a customer-facing technical support team in a growing SaaS business
• You have experience scaling a 24 hour technical support function
• You are highly analytical and have a strong understanding of SaaS Customer Support metrics and KPIs
• You have experience implementing and/or updating support software like Zendesk, Salesforce and/or Jira
• You have impeccable written and oral communication skills
• You have strong relationship management skills and experience navigating challenging and complex customer scenarios
• You are an experienced coach and manager, well versed in providing candid and constructive feedback to members of your team
• You enjoy the process of identify the goals of your team and helping each team member grow either deeper into the function or other departments (Product, Customer Success).
• You have a habit of making data-informed decisions
• You enjoy thinking about the big picture and new ways to drive forward high-level organizational goals.

Nice to have:

• You have experience with Looker and DataDog

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Apply for this job

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits