

Head of Technical Support



Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 16, 2024
Published : Jul 16, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Hi! We're ContactMonkey. Our mission is to transform the way organizations communicate internally: making work more human. Proudly Toronto based, we have been helping businesses boost growth and productivity through their internal communications all around the world. Today, brands such as Rogers, IKEA and KPMG use our powerful tech stack to create, send, and track HTML email within Outlook or Gmail. 2023 was a great year at ContactMonkey and 2024 is off to an amazing start. Here's what we've been up to:

- Ranked by the Globe & Mail as one of Canada's fastest growing companies
- Recognized as part of the 2023 Deloitte Technology Fast 50™ awards program as one of the fastest-growing technology companies based on the highest revenue-growth % for over 4 years
- Recognized in Deloitte Technology Fast 500™ as one of the fastest growing companies in North America
- And finally to cap off the year, we just raised a \$55 million Series A financing!

We understand that joining a team is one of the most important decisions you make ☺, and adding a team member is one of the most important decisions we'll make. Through our process, we want you to get to know us and understand how you approach problems, learn, and what motivates you!

About the job

ContactMonkey is on the lookout for a **Head of Technical Support** to build and nurture our technical support function. You will leverage customer-facing experiences and be responsible for researching and implementing solutions to prevent or mitigate customer issues through a combination of proactive support and monitoring. You will partner with our Sales, CS, product and other cross-functional teams to provide the highest level of support and subject matter expertise to our strategic accounts.

In this role you have the opportunity to make a significant impact at one of Canada's fastest-growing companies. If you are passionate about employee engagement and driving change through technology - you belong with us!

What you'll be doing

- Leading our team of Technical Support Representatives
- Provide technical solutions and respond to technical requests from customers
- Manage and resolve support issues with a high degree of technical complexity
- Collaborate with other departments (Product, Sales, Customer Success, Engineering) to ensure transparent communication, share ideas, and streamline processes
- Improve efficiencies by documenting and standardizing support processes along with capturing or developing best practices
- Develop tools that will help in diagnosing, resolving, and triaging hard-to-get-at problems
- Secure new customers and retain current customers through the provision of excellent customer service
- Document knowledge in the form of incident notes, technical articles, and contributions to knowledge bases or forums within specific areas of expertise
- Follow-up on customer commitments in a timely manner, balancing effectively both processes with the need to adapt to the situation
- Facilitate ongoing retrospectives to relay lessons learned and feedback internally to our other client-facing and technical teams

About you

- Ability to commute to our beautiful DT Toronto office 1-2 times per week
- 3-10 years of experience in a Technical Support role focused on large scale enterprise customers
- 2-5 years of leadership experience, including hiring, onboarding and growing a technical team from the ground up
- Experiencing building a Technical Support systems from scratch
- Experience succeeding in a scale-up environment
- Clear communicator, both verbally and in writing, and you enjoy explaining things to others
- Proven ability to thrive in a self-motivated fast-paced, ambiguous, and rapidly changing environment
- Experience creating and maintaining customer specific playbooks, SOPs (standard operating procedures) and operating manuals
- Foresight to anticipate and address potential issues before they become issues
- Strong communication skills and the ability to interface with both technical and non-technical individuals as needed
- You have previous experience working closely with other technical teams. Perhaps you've provided support for a technical product or worked in QA

How you can stand out

- Experience with Exchange Online, Microsoft Office 365, G Suite, Azure AD, and Zendesk

Why ContactMonkey?

We offer...

- ☑ Comprehensive benefits program (health & dental)
- ☑ 5 health days per year
- ☑ Monthly stipend for personal and professional growth
- ☑ Stock option plan
- ☑ Generous vacation package
- ☑ 1 personal day to do as you please
- ☑☑ Summer hours in July and August
- ☑ Work from anywhere in the world for 6 weeks
- ☑ Downtown Toronto office for a change of workspace routine
- ☑ A supportive team who celebrates successes and tackles challenges together

Our team is reimagining what it means to send and receive valuable communications to an entire workforce. By joining ContactMonkey, rest assured our wickedly smart, high-performing team members will challenge you to learn and grow every day. We value great work and great ideas in everything we do. We're looking for talented people who want to grow their career with us while making an impact with groundbreaking ideas.

Equal Employment Opportunity

ContactMonkey does not discriminate in hiring or terms and conditions of employment because of an individual's race, ancestry, colour, place of origin, religion, gender, gender identity, national origin, citizenship, age, disability, sexual orientation, family status or marital status, or any other protected category recognized by provincial or federal laws.

Should you require any accommodation, please inform us and we will work with you to meet your accessibility needs. For any accessibility-related assistance, requests for information in accessible alternative formats or to report any accessibility problems, please share in your application.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
