

## Technical Software Support Manager

IntelliChief, LLC – 120 Forbes Boulevard, Mansfield, MA

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Are you looking for the “start-up” feel in a well-established and rapidly growing company? As an industry-leading provider of Electronic Content Management (ECM) software solutions, highly regarded for our robust and superior software, we take pride in only hiring highly trained, top in their game, Development, Technical Software Support & Managers, QA’s and Professional Services Engineers to make our A-Team in our Mansfield, MA Office!

With our continued growth, we now need to add a Technical Software Support Manager with experience who will provide leadership, coaching, monitoring and support to our amazing tech support team. We expect that you will act as a key “go-to” authority in our products by providing expert level technical assistance and support within an excellent customer service policy that our clients expect!

Come be our next Technical Software Support Manager and join our well-regarded technical support team, supporting our Document Management product for mid to large sized business customers. Bring your technical, problem solving, leadership and people skills to an organization where your contributions will make a difference!

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### About the job

- Manage and perform all Technical Support related operations and activities to deliver excellent customer support.
  - Manage support staff by helping in the day-to-day performance of their jobs, ensuring high customer satisfaction and attaining established goals for technical support and provide technical assistance to the Support team.
  - Manage customers requiring special management of open issues, for example, customers with multiple or complex issues.
  - Provide technical support to our mid-to-large sized business customers by leveraging your experience and skills. Understand this is a hands-on technical first level management position.
  - Perform and coordinate on-going training for the Support team.
  - Manage the systems, tools and documentation used by the Support team.
  - For issues that cannot be resolved by the Support team and need escalation to Development, work closely with Development Engineers to resolve. For new project requests, coordinate with Sales/Professional Services.
  - Work varying hours between 8:00am-6:00pm Monday through Friday and ensure assigned Support Engineers are responding to and providing customer requested afterhours/weekend support.
  - Extensive training on IntelliChief Document Management proprietary solutions will be provided allowing you to become a master level on our products and give you an edge in this industry.
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### About You

- Bachelor’s degree in Computer Science, Engineering, Mathematics or related field.
- Minimum of 5 years’ experience in technical support and/or help desk positions.
- 1 to 3 years of supervisory experience is preferred.
- Strong customer service skills, with the ability to be patient with unsophisticated users.
- Excellent listening and communication skills for phone and on-line interaction, being able to walk team members and customers through technical procedures and troubleshooting steps in a clear and concise manner.
- Excellent analytical/problem solving skills, with ability to breakdown a problem and get to the root cause.
- Experience working in Windows enterprise environments; especially in installation and configuration of software on Windows operating systems with TCP/IP networking.
- Experience working with MS SQL Server, querying database tables and setting up maintenance plans.

- Strong organizational skills to be able to plan your day and manage your tasks effectively.
- Ability to multi-task and work on different problems with varying levels of complexity.
- Ability to prioritize problems and anticipate issues requiring escalation to the next level to prevent urgent situations.
- Ability to complete our internal training programs to become a master on our products in a timely manner to make you a productive team leader as soon as possible.
- Motivated self-starter, positive and can-do attitude, willing to go the extra mile to deliver excellent technical support
- Previous programming knowledge/experience, as well as previous IBM (AS/400) experience, desired but not required.

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## About Compensation and Benefits

We offer a competitive base salary based on your background and level of experience with an outstanding opportunity to learn while you perform and career advancement in a growing enterprise. We also offer regular company social events, a very generous benefits package which includes health, dental, vision, short and long-term disability, paid time off, one day paid volunteer day to volunteer for the charity of your choosing as well as a company 401(k). Good stuff!

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## The Next Step

If you want to make a difference and be part of a growing technology company providing software solutions to some of the country's largest and savviest companies, take a look at our website at [www.intellichief.com](http://www.intellichief.com) and send your resumes to [recruit@IntelliChief.com](mailto:recruit@IntelliChief.com)

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## Our Story



Established in 2005 and partnering with leading ERP software vendors, IntelliChief is a leading provider of software solutions for going paperless within mid to large size enterprises. Noted for our robust and superior software, highly trained professional services and world class customer support, we deliver solutions well regarded for quality and excellence. We attribute the company's success and growth to the technical expertise, loyalty and dedication of our employees and by being a socially conscious employer, dedicated to being good corporate citizens. We seek experienced top-notch team members, to help us continue our next level of growth. Offering a diverse and open working environment, fostering a creative and dynamic company culture where highly motivated and intelligent team members can excel and reach their career potential.

*IntelliChief, LLC is a proud Equal Opportunity Employer – we do not just accept difference – we celebrate it, we support it, and we thrive on it for the benefit of our employees. We do not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.*

