

Title: Technical Support Department Manager

The Technical Support Department Manager (or TSDM) is an important member of the company's Information Services department that manages a team of technical employees as well as coordinates and manages all aspects of service and project delivery for the department. TSDMs have the experience and skills necessary to manage schedules, coordinate meetings, hold team members accountable for efficient and timely delivery of assigned tasks, and ensure all milestones, deliverables, and timelines for service and projects are kept. As a TSDM, you need to have the necessary soft skills for customer interactions as well as technical competence to speak about the products and services we offer and to ensure that technical team members are performing to high standards. You will act as the direct supervisor and manager to the helpdesk and project team members, provide performance reviews, and ensure maximum customer satisfaction for service and project delivery.

Connect Cause Mission and Culture

At Connect Cause, we believe non-profit organizations are doing some of most important work in our communities. Non-profits have incredible adversities to overcome and are essential to providing much-needed services for those that require it most. We believe that we have a duty to help non-profits in their missions, assisting them through the challenging work they face by ensuring they have access to the latest and best technologies and technology services available. We provide affordable, scalable, and up-to-date information technology and information security solutions for our non-profit partners. We strive for our culture to define us and represent who we are.

- Be thoughtful, attentive, honest, and resourceful.
- Value integrity and display sound judgment.
- Self-improvement is a never-ending journey. Learn, grow, adapt.
- Embrace a commitment to success. Be dedicated to quality and thoroughness.
- Maintain a positive, can-do attitude. Reject negativity.
- Have stellar communication and be patient with others.
- Lead by example. Take initiative and promote a culture of excellence.
- Help foster these qualities in others as well as yourself.

Connect Cause is an Equal Opportunity/Affirmative Action employer and will consider all qualified applicants for employment without regard to race, color, religion, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

Technical Support Department Manager Technical Qualifications

- Level 1 (basic System Administrator) information technology skills or relevant experience providing IT support to customers.
- Knowledge of basic-intermediate IT concepts such as networks, wireless access, servers, cloud services, Internet/ISPs, viruses/malware, etc.
- Knowledge of and familiarity with various common IT hardware and software vendors, VARs/distributors, etc. such as HP, Dell, Apple, Microsoft, Google, Amazon, Ingram Micro, Tech Data, etc.
- Knowledge of and familiarity with cloud services such as Office 365 and GSuite

- Knowledge of and familiarity with common line-of-business applications (Microsoft Office suite, Adobe Acrobat, various web browsers, QuickBooks/Sage/Other Accounting software, Ticketing and Incident management software such as Jira, ConnectWise Manage, or Autotask, RMM platforms such as NinjaOne, Kaseya, SolarWinds, or ConnectWise Automate, remote access platforms such as Screen Connect, TeamViewer, LogMeIn, etc.) Strong knowledge of customer service and the project management lifecycle
- 5+ years' experience working with technical employees and/or contractors in the Information Technology sector.
- IT/Cybersecurity experience with Nonprofits a plus. Managed IT Services experience (preferred but not required)
- Other relevant and qualifying work experience, education, and / or certifications may be a suitable alternative to any of the above, provided the candidate still displays demonstrable necessary knowledge, competencies, and capability to perform the required job responsibilities.
- Core competency certifications such as ITILv4 Foundation, PMP, Project+, et al (preferred but not required)

Technical Support Department Manager Non-Technical Qualifications

- In addition to the technical qualifications, the successful candidate will possess a number of non-technical skills.
- Ability to manage technical employees, identify the impact of issues, prioritize assignments, and ensure high levels of customer service.
- Ability to multi-task and juggle priorities in a fast-paced, high-workload environment
- Attention to detail and time management ability.
- Excellent oral and written communication skills
- Ability to manage workloads with minimal oversight while managing a team and reporting to senior leadership as necessary.
- Able to meet various competing deadlines and coordinate work and schedules in very efficient and mindful ways for the purposes of meeting SLA client requirements and all milestones, deliverables, and timelines for projects and service work; hold team members accountable for the same

Technical Support Department Manager Requirements and Responsibilities

The TSDM role has many requirements and responsibilities, including, but not necessarily limited to the following.

- Continuously monitor, review, and manage a board/queue of tickets and projects (mostly customer-facing technical issues), keeping your eyes peeled for new tasks/assignments and ensure that the team of techs you are managing is efficiently working through this queue every day.
- Review SLA requirements and ensure the team is working efficiently to meet those SLA requirements.
- Ensure that all project timelines, deadlines, and deliverables are met on time and to technical and customer specifications.
- Step in to assign/adjust priorities as needed when urgent issues arise and provide prioritization and assignment (non-technical) guidance to the techs as needed.

- Ensure proper remote and onsite coverage for all helpdesk tickets fits in with the schedule and appropriate SLA management of the ticket queue.
- Ensure there is always properly scheduled helpdesk coverage for unexpected customer requests.
- Handle customer satisfaction concerns
- Track timesheets and tickets for team members each day and week, and address improper clerical and time tracking.
- Coach and provide feedback to team members regarding the quality and efficiency of their work (especially non-technical).
- Work with senior technical leadership to identify possible technical weaknesses in team members and provide recommendations for improving staff or processes.
- Create and provide high-level key performance metrics/reporting to the leadership team monthly about helpdesk tickets and projects.
- Ability to lift and carry approximately 50 lbs occasionally (servers, UPS and networking equipment, etc.)
- Report directly to the Chief Technology Officer
- Assist engineers as needed with telephone and email communication through our ticketing system to ensure tickets and customers stay as up-to-date as possible
- Continuously seek and implement appropriate, innovative ways to best maintain and improve client experience as well as to best improve upon and ensure efficient, internal ticket handling and management

Must-Have Requirements

- Extensive experience managing a team of 10+
- Local to the Raleigh-Durham, North Carolina area
- Extensive experience in leadership and keeping staff morale high
- Extensive experience in previous IT Support team management

Compensation Package

- Healthcare package. Connect Cause provides healthcare package options to all employees. There are a few levels to choose from (varying degrees of premium vs. deductible and out-of-pocket, etc.) Employees have the flexibility to choose which package makes the most sense for them. Connect Cause contributes a portion monetarily of benefits.
- We have a 401k Plan.
- We also offer very affordable dental, and vision plans in addition to healthcare.
- 3 weeks of PTO accumulates in 5-hour blocks every pay period.
- Certification Training incentives.
- We provide access to platform training videos (paid subscription) for all team members. If you take an approved certification exam (paid out of pocket) and pass it, we will reimburse 100% of the exam's cost to you.
- Our on-call, AH rotation includes a \$200 bonus for any week you are on call.
- We provide company vehicles for onsite travel to customers (and in the event for some reason those vehicles are unavailable, we reimburse for mileage when you use your own vehicle)

- Holidays officially are New Year's, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas, but we often also give extra days such as Black Friday, Christmas Eve, New Year's Eve, etc. depending on how crazy things are.

Applications Process

To apply, please submit your resume and references to careers@connectcause.com.