Job Title:	Technical Support Manager	Job Category:	Support/Customer Experience
Department/Group:	Customer Experience	Job Code/ Req#:	CP10030
Location:	Westminster, CO	Travel Required:	No
Level/Salary Range:	Salary based on experience.	Position Type:	Full-Time
HR Contact:	Sarah Miller	Date posted:	September 3, 2014
Will Train Applicant(s):	Training on Cloudpath products will be provided.	Posting Expires:	When position filled

Applications Accepted By:	*No calls please.*

ONLINE:

http://bit.ly/1Dtieh2

MAIL:

Cloudpath Networks

Attn: Sarah Miller

1120 W 122nd Ave, Suite 302

Westminster, CO 80234   USA

Job Description

COMPANY OVERVIEW

Cloudpath Networks, Inc. provides Automated Device Enablement (ADE) solutions that simplify the adoption of standards-based Wi-Fi security, including WPA2-Enterprise, 802.1X, and X.509, in diverse BYOD environments. Founded in 2006, Cloudpath Networks invented the modern onboarding model for personal devices and continues to drive the industry's adoption of standards-based security en masse. The Cloudpath XpressConnect solutions are proven worldwide to bring simplicity to secure networks through automated and easy-to-use form and function. To learn more, visit (www.cloudpath.net).

POSITION OVERVIEW

Cloudpath Networks is seeking a Technical Support Manager to build and lead a team of highly skilled, highly motivated technical support specialists. Cloudpath technical support team operates 24x7 to provide its customers with the highest level of customer support. The reporting support specialists are level 1 through 3, responsible for all aspects of the support process. This includes opening cases, troubleshooting failures, and working closely with development engineering and sales teams. The Technical Support Manager will be located in the Westminster, Colorado office. Responsibilities include, but are not limited to:

ROLE AND RESPONSIBILITIES

- Manage day-to-day operations of the Cloudpath Technical Support Team, including setting priorities and KPI's, assigning resources, and ensuring that goals are achieved
- Perform administrative management of technical support and queue management
- Collect and analyze support center metrics to guide decisions about product and support quality
- Liaise with Engineering, QA, and Sales teams to investigate and resolve problems
- Recommend changes to products or services to fulfill customer needs and resolve customer-found bugs
- Recruit, mentor and coordinate the training and development plans of new and existing technical support specialists
- Schedule 24/7 phone and email coverage of support help desk
- Help develop and implement web-based support initiatives, including knowledge bases, technical and operational techniques, documentation.
- Develop and continually improve upon support center processes with the goal of high customer

satisfaction

- Acquire and sustain working knowledge of Cloudpath products, applications, and services, and the various use cases supported by each
- Analyze trends for calls and drive efforts to reduce challenges for customers and partners
- Serve as an advocate to champion customer-facing issues internally
- Report and track key business metrics impacting the technical support team
- Serve as a key contact for escalation requests, both pre- and post-sales
- Collaborate with sales operations to ensure sales contracts are consistently and appropriately applied to support procedures.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- BA/BS degree required
- Six years of experience in field (2 years experience as a supervisor or technical lead role and 4 years experience in a technical support role)

REQUIRED SKILLS/EXPERIENCE:

- Prior experience leading technical support teams in security or networking (or similar technology) field
- Excellent verbal and written communication skills
- Process-oriented
- Thrives in a dynamic, fast-paced, constantly changing environment
- Strong attention to detail
- Experience in at least one of the following areas: networking, security, systems administration, wireless
- Good general working knowledge of information technology, computer hardware, network security, and/or mobility

DESIRED SKILLS

- Experience with bug tracking tools (e.g., Bugzilla or similar)
- Experience with incident tracking or ticketing system software (e.g., Desk.com or similar)
- Experience with Salesforce CRM
- Candidates should have technical understanding of network security systems
- Proven track record for managing and tracking multiple escalations and technical problems concurrently.

ADDITIONAL NOTES

- CLOUDPATH NETWORKS IS AN EQUAL OPPORTUNITY EMPLOYER.