



Operations / Customer Support Manager

Company Summary

LogicTree is a fast-growing technology company and the leading provider of innovative traveler information solutions for state and local governments. Our customers are public transit agencies and state departments of transportation. LogicTree's transit and 511 products provide travelers with easy and intuitive access to transit and traffic information by voice, SMS, email or the web.. Our solutions focus on connecting government agencies to their customers, making access to transit and traffic information easy and intuitive.

LogicTree is currently looking for an Operations / Customer Support Manager in Bowie, MD to lead and manage operations & infrastructure in a hands-on fashion.

Summary

The Customer Support Manager position will report to the COO. This individual will be primarily responsible for managing a staff of customer support technical analysts, ensuring that customers are retained, satisfied, and their needs are fulfilled. Responsible for running LogicTree's operations & maintenance, including network and software support

Primary Responsibilities

- Responsible for designing and implementing improved processes and operational policies.
- Ensure that delivered project goals or objectives are upheld and that the support team follows guidelines in relation to process, quality, prescribed time frame and funding parameters.
- Drive multiple support programs from project hand-over initiation through full operations and support, interfacing with customers on technical and operational matters.
- Ensure client stays within the scope of the contracted operations and maintenance work. Manage change control procedures accordingly.
- Monitor the operations of implemented projects, by frequently communicating with the client, identifying issues and/or opportunities, and facilitating resolution.

Specifically:

1. Lead communications with customers and external parties regarding support issues

2. Plan and develop methods and procedures for customer support and service operation
3. Manage and coordinate activities of the Customer Support staff, set and frequently review priorities, ensuring that resources are available as needed
4. Liaise with engineering staff to ensure issues and solutions are understood and to facilitate speedy and proper Tier 4 and Tier 3 response
5. Oversee monitoring of customer systems performance
6. Ensure handling of customer telephone calls and emails. Review issues and ticket reports with customer to determine source of errors and recommend solutions
7. Develop consistent and meaningful metrics that will serve to be critical measures of performance.
8. Ensure issues from customer systems users are logged in tracking system and attended to accordingly
9. Ensure completion signoff is obtained from customer via acceptance testing and certification regarding issues and changes resolved
10. Develops and writes procedures for installation, use, and solving problems of application software
11. Coordinate execution of system and 3rd party software updates on a monthly and quarterly basis
12. Assist with preparation of management reports for all purposes
13. Monitor progress of daily, weekly and monthly operational support activities, reporting on status to customer as required
14. The Customer Support Manager will also perform service bureau operation and trouble ticket resolution technical activities, where necessary.
15. Interface with vendors and procurement on product and vendor selection and inventory. Coordinate with local vendors and contractors to ensure that all data center needs are met in a timely and cost effective manner.

Requirements / Qualifications

1. Bachelor's degree in technical field – software engineering - or equivalent experience
2. At least 3 years Experience managing technical operations in highly available data centers and critical server/services operations
3. At least 5 years of Technical Customer Support experience – customer support, computer operations, system administration or other related area
4. Knowledge of common Internet applications and protocols including Telnet, FTP, VPN, WWW browsers
5. Working knowledge of enterprise IVR systems experience. Experience with Speech and related call management technologies is a plus
6. Working knowledge of LAN hardware and hardware configurations
7. Working knowledge of processing queries, writing procedures and triggers



8. 3 – 5 years in hands-on project management work multi-tasking in a high-speed environment
9. Basic knowledge of C++, Java, MySQL
10. Ability and motivation to learn new technologies quickly and with minimal support and guidance
11. Strong vendor management and planning / budgeting skills.
12. Effective communication & writing skills and the ability to interact professionally with a diverse group of clients and staff.
13. Proven ability to solve problems in nonstandard and innovative ways.
14. Demonstrated ability to work with a diverse staff/ project team, inspire teamwork and take a leadership role.