

## **TITLE: Support & Validation Manager**

Department: Support and Validation

Reports to: Operations Manager

**Job Title:** Team Manager – Support & Validation

**Purpose:** Manage technical support teams, validation service and validation management teams, and interdepartmental liaison for Comodo's clientele.

### **OBJECTIVES:**

- Ensure that each contact with the customer affirms the value of Comodo Support & Validation Services.
- Achieve efficiency and productivity goals.
- Work to ensure satisfaction and build long-term relationships with customers.
- Facilitate productive relationships between customers, sales, engineering, QA, etc

### **RESPONSIBILITIES:**

- Manage the technical team(s) to provide proactive account management and meet the needs of our customers.
- Provide regular ticketing and CTI Telephony reporting as required.
- Provide guidance to technical team to professionally and expertly recognize and diagnose technical problems and provide accurate and timely solutions over the phone, electronically, or on-site.
- Ensure that escalation protocol for bug tracking and engineering solutions for Comodo customers is effective and contributes to quality assurance of our products.
- Advocate customer needs to the appropriate Program Development Manager and to Engineering when necessary.
- Improve the product line by reporting design and reliability problems and enhancements to development through the proper channels.
- Develop and implement tools and systems to increase the effectiveness and value of our support services.
- Pursue quality and continuous improvement.

### **REQUIRED SKILLS:**

- Bachelor's degree or equivalent experience, three to five years related work experience and one to three years relevant management experience in the industry.
- Excellent technical troubleshooting skills.
- Knowledge of corporate environment.
- Experience working with large accounts.
- Ability to motivate and work effectively in a team environment.
- Excellent interpersonal and organization skills.
- Able to prioritize tasks and adapt to change.
- Knowledge of corporate environment.
- Leadership, staffing, queue management, conflict resolution
- Excellent presentation skills
- Possess qualities such as integrity, fair mindedness, and a persuasive, congenial personality
- Excellent verbal and written communication skills
- Must be willing to travel
- Excellent analytical, troubleshooting, communications, and public relations skills

**QUALIFICATIONS:**

The ideal candidate will have demonstrated technical skills consisting of 3-6+ years of technical support / help desk experience. Additionally, ideal candidates will possess Microsoft, Cisco and/or Security industry certifications of their technical knowledge. Strong communication and organization skills, with attention to detail and must be able to multi-task. Superior customer service and phone mannerism is required to handle support of Comodo's customer base.

- Demonstrated ability to manage technical teams.
- Bachelors or college degree in business and/or technical related field or equivalent experience preferred.
- Experience working with large accounts.
- Knowledge of corporate environment.
- Knowledge of LPI products and services, including policies and procedures.
- Computer literacy skills must include use of e-mail, databases and word processing applications.
- Excellent interpersonal and organizational skills.