

SiCortex Job Opening

Director of Customer Service

Rapidly growing firm west of Boston seeks reliable and ambitious Customer Support Professional. This is an excellent opportunity with room for growth.

This individual must have the ability to work well under pressure in a very busy environment. This position has opened due to growth and reports directly to the COO.

This role will assume immediate responsibility for all customer support services and software quality assurance and will ultimately be responsible for the creation of Training and Professional Services functions.

Responsibilities include:

Customer support:

- Coordination of system installation activities
- Coordination of periodic maintenance programs utilizing internal and external resources
- Build-up and lead an integrated team of Customer Support associates in the execution of first level support for external clients
- Experience bootstrapping effective customer service functions and cost effectively expanding that service for global reach as the business expands
- Demonstrated leadership capability with outstanding customer service mindset
- Directly responsible for some technical tasks. Very comfortable personally solving problems, getting in the trenches and seizing ownership of issues if he/she observes them not getting resolved
- Defines product support processes/guidances that support the needs of product management and product development
- Ability to perform vendor analysis for outsourced services and manage vendor relationships
- Guarantees that acute product issues are properly escalated to product development for immediate attention, and feedback properly communicated to the client.
Responsible for maintenance of client issue database, and properly updating to reflect additional research/analysis, or development status

Software Quality Assurance

- Build team of SQA engineers to provide thorough testing of software releases
- Drive overall quality of software deliverables from planning, execution, tracking, and delivery of project
- Work with software development team to ensure high quality product releases
- First line of defense when field software issues arise

Training

- Develop programs to ensure that customers and prospects are properly trained on SiCortex's products.
- Conduct or arrange for ongoing technical training for customers and staff members.
- Confer with management and conduct surveys to identify training needs based on projected production processes, changes, and other factors.
- Develop and organize training manuals, multimedia visual aids, and other educational materials.
- Prepare training budget for department or organization.

Professional Services

- Develop for-profit professional services department
- Identify opportunities for customer consulting engagements
- Provide post-sale technical consulting to ensure proper implementation and maintenance of existing SiCortex installations.
- Provide consulting at all levels including process assessments, training, implementation and best practices support.

Required Qualifications/Skills/Education:

- BS degree
- Minimum of 3-5 years experience in a technical team lead position preferably in a customer support, 1st level production support, or senior application development role
- Ability to interact collaboratively across a typical product domain working with partners in a systems analytical role
- Comfortable coordinating multiple activities in parallel, or personally completing technical tasks on short time frames when necessary in a fast paced environment
- Proficient in Linux with sysadmin skills.
- Diverse interests and a passion for technology.
- Able to mentor junior members, give technical advice and direction, and provide hands-on management.