

Manager, Software Support

NCCPA's Software Support Manager oversees the software support staff providing client support and user support services for our internal and external software applications. We're looking for innovative and driven individuals who bring a passion for delivering quality software to the user. As a Software Support Manager, you will work on mission critical projects that support both our internal and external customers. You will also maintain all related documentation, manage the support ticket backlog, prioritize tickets, and ensure proper assignment and attention. We need our Software Support Manager to be versatile, display leadership qualities and be enthusiastic to tackle new problems across the full-stack as we continue to push technology forward. We need resources that enjoy working in a collaborative environment but also can work on their own when required.

With our expected growth over the next few years we will be facing new and exciting challenges. The mission of our team is to build and deploy the tools, platforms, and applications that make it possible to plan, deploy, monitor and manage our datacenters, networks, and applications used here at NCCPA.

Position Description. Key responsibilities include maintaining all related documentation, managing support ticket backlog, prioritizing tickets, and ensuring proper assignment and attention. The role also requires the incumbent to establish and maintains relationships with customer, quality assurance, software development, and project/product management and other teams to research, report and correct any quality assurance issues. The essential functions of this position also include:

- Providing advanced troubleshooting skills to resolve technical problems.
- Coaching, mentoring, motivating, and managing the software support team to include influencing the team to take positive action and accountability for their work.
- Ensuring excellent and prompt communication with user and client base.
- Supporting activities, release notes, update notifications and outages.
- Developing and maintaining a comprehensive documentation for understanding of software applications to provide troubleshooting guidance and strategies.
- Complex and escalated customer support issue intake and resolution.
- Managing department budget to ensure goals are met.
- Planning, prioritizing, and delegating work tasks to ensure proper function of the department.
- Conducting staff performance feedback, evaluations, training, and development.
- Client and user base satisfaction surveys following support activities.
- Developing and implementing policies and procedures.
- Identifying and implementing strategies to improve quality of support, productivity and profitability.
- Coordinating and managing customer support projects and initiatives.
- Documenting each customer issue/resolution.
- Participating in business meetings and providing status reports as needed.
- Serving as liaison between departments to find solutions to technology issues/problems.
- Ensuring customer needs are met with consistently high quality of service engaging appropriate internal resources to resolve technical issues and update our customers on progress toward resolution.

Competencies

- Technical Skills.
- Quality.
- Initiative.
- Customer/Client Focus.
- Teamwork.

Supervisory Responsibility. This position manages all employees of the support group and is responsible for the performance management and hiring of the employees within that department.

Work Environment. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands. While performing the duties of this job, the employee is regularly required to communicate with colleagues, operate standard office equipment.

Position Type/Expected Hours of Work. This is a full-time position, and hours of work and days are Monday through Friday, 8:30 a.m. to 5 p.m. This position may require long hours and frequent weekend work.

Travel. Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Other Duties. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Required Education and Experience

- 5+ years of experience in a Microsoft .NET based software development environment with progressively increasing responsibilities.
- A minimum of two years of experience directly leading/managing technical staff members to include responsibility for hiring, training, developing and disciplining employees
- Experience with transact-SQL queries.
- Relational database knowledge (database schema, tables).
- Experience with defect tracking tools.
- Experience troubleshooting software applications.
- Project management experience
- Strong verbal and written communication skills
- Proficient in Microsoft Office applications
- Minimum of a BS degree in Computer Science or equivalent.
- Excellent verbal and written communication skills.

Preferred Education and Experience

- Understanding of software development lifecycle.
- Software technical support experience.
- Knowledge of agile methodologies.
- Possesses and develops problem-solving and analytical skills and can demonstrate in current or previous experience.
- Experience with Windows and Microsoft Azure would be a plus.

Benefits Package

NCCPA offers a competitive compensation and benefit package for those who join our team. Benefits include group medical, dental and vision coverage, health reimbursement arrangement, life insurance and short and long term disability coverage. In addition to time off for holidays, our employees enjoy a generous paid time off program for vacation, personal and sick time. Other benefits include a robust 401(k) plan, as well as flexible spending, and tuition and health club reimbursement programs.

Interested Candidates

Please forward a copy of your resume and salary requirements to HR@NCCPA.net.

NCCPA is an Equal Opportunity Employer