

JOB DESCRIPTION

DIRECTOR OF TECHNICAL SUPPORT

Modified on 2011-11-01

Candidate: To be filled
Direct Supervisor: Vice President of Operations & Technology

Job Summary

Our company, situated in proximity to Montreal, is a global leader in building and energy management solutions. Distech Controls solutions integrates HVAC, Lighting, Access Control and CCTV, and Energy Management solutions.

The technical support department is responsible for managing all aspects related to customer experience with our products. This includes providing technical support using all means of communication, training, return of potential defective material. This department represents the strong voice of our customers.

Under the supervision of the vice-president of operations & technology, the ideal candidate has a strong sense of business affairs and has customer's satisfaction at heart. The candidate will be responsible for managing all aspects related to Technical support and Training departments at Distech Controls. He will manage a team of dedicated technical support agents, insure the team provides satisfactory response time to customers, work closely with other departments identifying areas of improvement and is always focused on quality.

The ideal candidate is familiar with the best practices of a technical support call center and he has the necessary technical experience to insure the continuous improvement of the associated processes. Customer care, dedication, professionalism and cooperation contribute to the candidate's personal success and to the quality of the relationship with the customers and his/her co-workers.

Our company offers favorable remuneration conditions and exceptional possibilities for growth and development. This is an excellent opportunity to join a winning team.

Job Description and Responsibilities

Technical Support

- ✓ Ensure that the group consistently provides satisfactory response time to customer support calls/emails by adequately planning coverage based on the availability of support agents.
- ✓ Support improvement opportunities or corrective actions to promote quality.
- ✓ Provide a second level of technical support and guidance to the team for resolving issues.
- ✓ Directly manage escalated cases that require the intervention of the management group.
- ✓ As required, implement new key performance indicators (KPI) to measure team performance.
- ✓ Collaborate with sales to ensure that individuals requesting support are properly trained.
- ✓ Collaborate and integrate support staff at satellite offices or business units.
- ✓ Maintain a strong relationship with other department managers in order to resolve cases which may require assistance of an external partner (R&D/Products/Manufacturing).
- ✓ Ensure that the team is represented during the development process (PDP), properly trained and ready to support at product launch.
- ✓ Ensure the customer relationship management database (CRM) is kept up to date by the support agents.
- ✓ Ensure the customer case database is populated and used efficiently to track and manage all support requests worldwide.
- ✓ Proactively improve available tools and internal processes.
- ✓ Ensure technical updates or issues are communicated to our customer channel via the Distech Controls SmartSource (Knowledgebase) and/or Monthly News Bulletin.

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- ✓ Ensure that the team utilizes the ERP to track potentially defective products (RMA) for customers.
- ✓ Ensure the quality of the information regarding suggested improvements or fixes is adequately reported to the company's change management system.
- ✓ Define and manage the department's annual budget.
- ✓ Plan for the human resource needs and as such recruit new employees as necessary.
- ✓ Perform annual and semi-annual performance evaluations with all team members.
- ✓ Represent the group at the management, product and 100% customer satisfaction committees.
- ✓ Participate at pertinent industry tradeshows or events as a representative of Distech Controls.
- ✓ Assist and support sales with presentations to customer should the technical sales specialist be unavailable.

Training

- ✓ Ensure a uniform standard of Training worldwide.
- ✓ Ensure the careful quoting, scheduling, management and deployment of all planned or specific & strategic technical customer trainings.
- ✓ Maintain the Learning Management System (SmartTrack) for the deployment of e-training curriculum.
- ✓ Develop and coordinate new content material and updates as required (powerpoints, manuals, e-training)
- ✓ Ensure the maintenance and operation of all training facilities and equipment that are used.
- ✓ Collaborate with sales to ensure geographic reach is adequate based on demand.

Qualifications

Essential:

- ✓ University or College degree, Engineering discipline or industry related discipline
- ✓ 5+ years related experience in one or more of the following fields:
 - HVAC & Building automation systems management
 - Customer Service and/or Technical Support Services Management
- ✓ Perfectly bilingual. Superior spoken and written skills required.

Important:

- ✓ Familiarity with troubleshooting control systems
- ✓ Knowledge of Information Systems and Programming
- ✓ Familiarity with ERP / CRM / HelpDesk Software

Asset:

- ✓ Knowledge in HVAC and Building Automation Systems (BAS)
- ✓ Knowledge of LonWorks and / or BACnet communication protocols
- ✓ Experience with access controls and/or lighting controls systems
- ✓ Any of the following languages:
 - Arabic
 - Hindi
 - Spanish

Profile

- ✓ Customer driven attitude

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- ✓ Courteous with a positive attitude, excellent interpersonal communication skills
- ✓ Structured and organized, ability to deal with complex logistics
- ✓ Pro-activity, leadership and independence
- ✓ Eagerness to learn and take on new responsibilities

Particulars

Important:

- ✓ Requires a valid passport in order travel.