

# Technical Support & Services Manager



**Job Title:** Technical Support & Services Manager  
**Department:** Support

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## The Company

A fantastic opportunity has arisen to join a market leading technology company based in Gloucester. With award-winning brands; LearnPad, ClassCharge and the launch of the revolutionary ClassVR, Avantis is continually reinventing how technology is used within schools.

The ethos of challenging the status quo and constantly improving classroom technology has enabled Avantis to create some of the most recognisable and innovative brands used in the UK education technology market.

## The Role

The Technical Support & Services Manager will be fully responsible for running and managing the company's technical support and customer service department, currently employing a small team of dedicated technicians.

This role will primarily involve ensuring the team quickly and efficiently responds to inbound technical support issues, via telephone, email, and the company's website and support ticketing system, and that all issues are documented and resolved ASAP. It will further involve defining support processes and procedures and in depth reporting and analysis of the reported technical issues, along with root cause analysis leading to recommended remedial action.

The Technical Support & Services Manager will be responsible for ensuring the correct elevation of issues from 1st line, to 2nd line support members, and ultimately any un-resolved software issues to the development team, as well as ensuring that any bugs are correctly documented. They will further be responsible for ensuring that these issues, once resolved, are correctly communicated to the support team and in turn communicated out to the customer base.

The Technical Support & Services Manager will further be responsible for implementing and managing in depth pre-release testing and QA/QC procedures, for both software and hardware, including product certification and compliance, product testing and evaluations and liaison with suppliers. They will have ultimate sign off of software from beta to RTM.

They will also manage the hardware support and product RMA tickets raised from the support help desks and assigned to the operations department. This will involve direct management of the repair technicians and ensuring all repairs are carried out safely and to the highest standards possible.

The role will also involve the successful candidate managing and maintaining the company's online support systems, including ticketing, Knowledgebase articles and support documentation. A critical eye for detail is imperative, as is a detailed and methodical approach to documentation.

## Key areas of responsibility

Primary duties and responsibilities for the Technical Support & Services Manager are as follows:

- Define, implement and manage technical support processes and procedures
- Manage 1st and 2nd line technical support personnel.
- Produce weekly and monthly summary management reports on technical support tickets.
- Manage and report on the RMA process, including root cause analysis and remedial action.
- Manage prioritisation, escalation and resolution of support incidents to the development team
- Ensure the ticketing and documentation process for all support incidents is adhered to.
- Manage on-site support services as required
- Manage the process of communicating new software updates and releases to customers
- Manage the online FAQ and support article knowledgebase
- Define and manage the QA/QC testing process for all software and hardware releases.

Additional duties required from time to time are as follows:

- School site visits for technical support and troubleshooting
- Assistance with industry trade shows.

## Required skills and experience

The successful candidate will have in depth technical knowledge and experience in all of the following key technical areas:

- Networking, Wi-Fi, TCP/IP, Proxy Servers, Active Directory/LDAP
- Some web and database technologies including HTML & SQL
- Comfortable with CRM systems and online web Content Management Systems (e.g WordPress)
- In depth knowledge of office application software, including data handling and reporting
- Ability to analyse data and produce reports on issues and recommend resolutions
- Familiar with PC, Laptops, mobile devices and tablet technology, including practical PC/Laptop repairs and fault diagnosis and safe handling of electrical tools and equipment
- Working knowledge of Health & Safety
- Analytical thinker and attention to detail

This is a great chance to join a rapidly growing company offering excellent career prospects and working with exciting, cutting edge technologies.

**Educational:** GCSE Qualifications, ideally post graduate in Computer discipline, Electrical and Electronic engineering qualifications

**Experience:** Minimum 3 years managing a technical support team. Experience ideally within an education, corporate or other public sector environment. Practical electronic repair experience essential.

**Office Based:** Yes (some travel required occasionally)

**Holiday:** 23 Days plus public holidays

**Salary:** £DOE