



## **Position Title: Manager of Technical Support**

### **Responsibilities**

- Manages a team of support personnel who troubleshoot product issues.
- Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected.
- Ensures maximum issue resolutions in minimum time.
- Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end use.
- Relies on extensive experience and judgment to plan and accomplish goals.

### **Requirements**

- Bachelors degree or equivalent; and 7 years of experience in the field.
- Familiar with a variety of the field's concepts, practices, and procedures.
- Proven leadership, project management and customer service experience.
- Call center experience a plus.

### **To apply**

- Send resume and cover letter in Word or PDF format to [jobs@zoll.lifecor.com](mailto:jobs@zoll.lifecor.com).
- Include position title in subject line.