

Customer Support Manager

Tervela, creator of Cloud FastPath, is looking for a hands-on technical Customer Support Manager to lead our competent and friendly Cloud FastPath customer support team. Over the last 6 years we have developed Cloud FastPath into a leading SaaS platform used by enterprises of all sizes to migrate their users' content from on-premises file servers to new Cloud Collaboration Platforms like Microsoft OneDrive, Box, and Dropbox, as well as between competing Cloud Collaboration Platforms. Both our software and our support are very well-regarded in the marketplace and the Customer Support Manager plays a key role in this success.

We operate a modern platform with up-to-date tools including Intercom and Zendesk. The majority of customer interactions are via one of these channels. Screen sharing sessions are also used when most expedient. The Cloud FastPath product itself also includes customer support tools.

The Customer Support team reports to the CTO and works hand-in-hand with the development team to deliver our service. Customer Support participates in regular Engineering meetings and provides key feedback to the product development cycle. Customer Support regularly pulls in Engineering resources as needed to resolve customer issues. Similarly, the team regularly works with the Sales team to answer product questions and onboard new customers. There is a Software Quality Assurance role as well, in the resolution of customer issues caused by product issues as well as during release testing.

Our customers are technically sophisticated and our support team has to be as well; not only does our team know our product inside and out, but they are familiar with Windows system administration, basic TCP/IP networking, and the products we integrate with.

Our team takes pride in their work and strives to deliver the best customer experience. However, we don't do this at the expense of work-life balance. Tervela has a liberal work from home policy, flexible hours, and competitive benefits. Due to the nature of fielding customer inquiries in a timely fashion, Customer Support does have more constraints on their hours than other positions, but we strive to retain as much flexibility as possible.

Our office is located in a modern building in downtown Boston, close to the T and commuter rail stations, with secure bicycle parking. We have free snacks and drinks, but we don't play foosball.

Qualifications:

- Good communication skills
- Technical savvy
- Ability to learn new things quickly
- 2+ years supervisory experience

- 5+ years in customer support or a related customer-facing field
- Good general IT knowledge

Other Desirable Experience:

- A technical degree
- Software Quality Assurance experience
- Helpdesk experience
- Experience supporting Software as a Service products
- Advanced Excel skills
- Linux experience
- Sharepoint administration
- General programming skills in Python or similar language
- Experience writing product documentation or similar material