



Customer Support Manager – Job Description

Summary

As a Customer Support Manager at CX Advanced Solutions, you will be a critical member of our leadership team. You will lead our post-deployment customer support operations and oversee day-to-day order processing and provisioning workflows. You will manage a growing team of technical support engineers and customer service specialists, ensuring customers receive timely, effective support while all licensing and configuration orders are handled accurately and efficiently. This role requires a strategic leader who is both customer-focused and operationally disciplined.

Essential Duties and Responsibilities

- Oversee support operations related to Webex Calling and Webex Contact Center across voice and digital channels.
- Lead a team of support engineers to meet SLAs and drive customer satisfaction (CSAT) scores.
- Serve as an escalation point for complex customer issues and ensure timely resolution.
- Identify and act on recurring issues by coordinating with Product, Deployment, and Engineering teams.
- Handle escalated technical support tickets from customers, providing expert-level assistance to resolve complex issues in a timely manner.
- Act as the customer's internal advocate, representing their needs across technical and business teams.
- Manage and refine the end-to-end change order workflow, from quote acceptance to provisioning and license activation.
- Collaborate closely with cross-functional teams, including product development, deployment, and sales engineering to ensure prompt resolution of customer issues and to communicate customer feedback effectively.
- Proactively monitor customer systems and services to identify potential issues, provide recommendations, and implement preventive measures.
- Create and maintain comprehensive documentation, including troubleshooting guides, knowledge base articles, and best practices, to enhance the efficiency of both customers and the support team.
- Stay up-to-date with industry trends, emerging technologies, and best practices to continuously improve the support processes and offerings.
- Drive process automation and recommend tooling improvements to scale operations efficiently.
- Lead knowledge management initiatives to improve first-contact resolution and internal training.
- Analyze support and order trends to proactively mitigate risks to customer experience.
- Recruit, mentor, and manage a high-performing team across support and order operations.
- Build proactive outreach programs for renewals, adoption, and satisfaction improvement.
- Other duties as assigned by management



Reports To

VP of Operations

Qualifications

- Bachelor's degree in Computer Science, Computer Engineering, or a related field.
- 5+ years of experience in customer service, technical support, or order management roles, including at least 2 years in a leadership capacity.
- Strong expertise in troubleshooting complex technical issues, analyzing logs, and providing efficient solutions.
- Exceptional customer-facing and communication skills, with the ability to explain technical concepts to non-technical audiences.
- Demonstrated ability to work independently, manage priorities, and drive results in a fast-paced environment.
- Hands-on experience supporting Cisco Webex Calling, CUCM, Webex Contact Center, or equivalent UCaaS/CCaaS platforms.
- Understanding of VoIP/SIP protocols, PSTN integrations, and basic networking (NAT, firewalls, DNS).
- Familiarity with Cisco Control Hub, Call Flow Editor, Agent Desktop, and workspace provisioning.
- Strong troubleshooting skills with the ability to clearly document steps and escalate appropriately.
- Excellent verbal and written communication skills.
- Passion for delivering exceptional customer experiences.

Outcomes

- Improved project management of strategic projects and customers
- Improved ticket closure rates
- Improved predictions
- Improved stakeholder satisfaction

Processes and Systems

- SFDC – Documentation tool
 - Order Task Notes to notate communication
- Control Hub
 - Customer and system management
 - Webex Calling
 - Webex Contact Center



Scorecards

- Ticket Status Report
- Escalation Report
- Ticket Completion Report
- Customer Satisfaction Survey