

JOB TITLE: Tech Support Supervisor

CLASS: Management

CATEGORY: At-will

STATUS: Full-time, Exempt

BENEFITS: Eligible

REPORTS TO: Director of Public Services

SALARY RANGE: \$30,000-\$38,000 (initial salary ordinarily not more than median)

LAST UPDATED: February 7, 2013



JOB SUMMARY:

The Tech Support Supervisor is responsible for the effective and efficient provision of technical support services to Free Geek customers, volunteers and grant recipients. This position works closely with the Director of Public Services. The incumbent will be expected to achieve stated performance goals as well as recommending improvements to Tech Support, Hardware Grants and other technical support activities.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Hire, train, evaluate, mentor and discipline up to 3 FTE.
- Set regular schedules and daily breaks for all tech support shifts, including interns.
- Report completed tickets, hardware awards and all other relevant metrics and analyses to the Director of Public Services accurately and in a timely fashion.
- Work with public services staff to maximize reach of technical support services while operating within budget and staffing constraints.
- Work with production staff to align inventory levels and technical specifications with community needs and Free Geek capabilities.
- Maintain high standards of customer service for all tech support and hardware grant interactions.
- Participate in general tech support and hardware grant duties.
- Train, supervise, schedule, coordinate and motivate volunteers.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Ability to effectively guide and direct the work of employees with a narrow range of duties and skill levels.

- Ability to effectively manage a narrow range of projects and activities at one time.
- Some motivation and aptitude for self-directed learning.
- Availability during Free Geek hours of operations including morning and occasional evening meetings as required.
- Two years of full-time tech support, computer repair or comparable service.
- One year of customer service experience.
- One year of supervisory experience.
- Intermediate to advanced knowledge of computer hardware.
- Basic to intermediate knowledge of Linux operating systems.
- Proficiency with using standard office software.
- Experience working with volunteers.
- Excellent written and verbal communication skills.
- Ability to lift and carry up to 40 pounds on a regular basis.
- Aptitude for and enjoyment of helping people.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to consistently follow policies and procedures.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.
- Demonstrated confidence and competence working with diverse populations.
- Previous Free Geek work or volunteer experience.
- 2-4 years of supervisory experience.
- Intermediate to advanced knowledge of Linux operating systems.