

Position: Technical Program Manager

Classification: Salaried

Reports to: Technical Support Manager

Location: Denver, CO or Madison, WI or Customer location (United States)

General Overview:

The Technical Program Manager is part of a Technical Support team responsible for overseeing and handling the delivery of TantaComm solutions in strategic customer production environments. The Technical Program Manager has three primary work responsibilities: first, responding to and resolving customer requests and tickets; second, implementing TantaComm products and services associated with new purchases and enhancements; and third, serving as the customer interface for technical escalations, product requests, and insight into the product direction.

This individual is a master technician with deep technical knowledge, expert problem solving skills, and customer service skills. The Technical Program Manager possesses effective communication skills and is comfortable interfacing with key business leaders on the customer side and collaborating with TantaComm colleagues across all functions. Using these strengths, the Technical Program Manager ensures customers are using TantaComm software effectively, customers are aware of the TantaComm roadmap, and the strategic customer experiences a high level of satisfaction working with TantaComm.

Primary Duties and Responsibilities:

- Obtain expert understanding of OS and application operations related to TantaComm solutions
- Support the customer TantaComm environment
- Provide customer support and technical issue resolution via phone, e-mail and other electronic medium
- Maintain ownership of issues until resolution, set customer expectations accordingly
- Document all work order tickets with specific detail on issue discovery and resolution
- Provide training to customers in the technical support of TantaComm solutions
- Liaison with TantaComm Customer Service teams to communicate customer status and issues
- Maintain the integration and interoperability of TantaComm applications with customer telephony platforms and other third-party systems
- Identify and correct software and/or hardware issues in various environments through proactive monitoring and reviewing of log files and system performance
- Advise customers on best practices for configuring, deploying, and optimizing software and hardware solutions
- Create and execute test plans for UAT
- Identify inefficiencies in internal and customer processes and engage in proactive process improvement
- Assist in the Development Lifecycle by identifying potential enhancements to system functionality, and collaborating with Development resources to test and deploy new functionality
- Other duties may be assigned as required

Qualifications:

- Bachelor's Degree in Computer Science, Management Information Systems, or similar, or equivalent in professional related work experience
- Minimum of 6 years IT experience including demonstrated hands-on proficiency with the following technology areas:
 - Hardware and software across multiple telephony platforms and call center systems (e.g. Avaya, Cisco, Genesys, Skype/Lync)
 - Monitoring of message transaction across multiple platforms and applications
 - On-premise, cloud, and datacenter infrastructure
 - OS environments including LINUX and Microsoft Windows Server
 - Communication Protocols including TCP/IP, SIP, SSH and FTP clients
 - Data storage, compression, encryption, and retrieval
 - RDBMS and SQL skills
 - Virtualization (e.g. VMWare, Hyper-V)
 - Information security
 - IT operations (e.g. SCOM, SCVMM)
- Demonstrated superior knowledge in industry standard business and technology process practices, tools and methodologies
- Possesses significant, expert knowledge of the telecommunications industry, IT industry, and third party service providers
- Able to work independently and efficiently to meet deadlines
- Self motivated, detail-oriented, and organized
- Demonstrated superior problem solving skills
- Excellent communication (oral and written), interpersonal, organizational, and presentation skills
- Strong customer service skills and ability to work directly with customers