



## Technical Support Manager Job Description

### **The Company**

Aperio is the leading provider of digital pathology solutions in hospital and reference labs, academic medical centers, and biopharma institutions across the world. Today, our affordable and complete product portfolio is proven to lower costs, increase efficiencies, and enhance workflow in labs everywhere. Our comprehensive product line features our ScanScope® scanners, Spectrum™ image management (PACS) software, SecondSlide™ slide sharing service for pathology, and image analysis tools and services.

Aperio's products are FDA cleared for specific clinical applications, and are intended for research and education use for other applications. For clearance updates and more information please visit [www.aperio.com](http://www.aperio.com).

Aperio is seeking a Technical Support Manager to join its rapidly growing team in a fast-paced environment.

### **Summary**

Position requires a highly motivated, hard working, and organized person to manage our 24/7 Technical Support center.

### **Responsibilities**

- Manage Technical Support department and direct their daily activities
- Monitor Technical Support e-mail, phone queue (call center), and cases to ensure rapid response times
- Establish and maintain lines of communication with Engineering and Software Development teams on product-related matters
- Manage/maintain CRM system – customer, account, system, licensing, and case information
- Select, develop, and evaluate personnel to ensure efficient operation of the team
- Develop and implement standards, procedures, and processes for team
- Identify opportunities for process improvements, cost reductions, and efficiencies
- Manage complaint handling system and adherence to our Quality System
- Assist in deployment of new software releases to customer base
- Produce and present metrics and analysis to Operations and Senior Team
- Work closely with Aperio's distribution partners

### **Required Qualifications**

- 3+ years experience managing a technical support department
- Demonstrated success in managing a 24/7 call center and staggered shifts
- High degree of professionalism, excellent interpersonal skills and able to deal directly with customers by phone, e-mail, and in person.
- Experience in strategic planning and scaling customer support departments
- Solid organizational skills with the ability to prioritize and manage effectively in pressure situations
- Communicate effectively with teams during cross-functional meetings

### **Preferred Qualifications**

- Bachelors degree
- Healthcare or life sciences industry experience

### **Location and type:**

Full-time employment based in our Vista, CA location

### **Compensation and benefits:**

Aperio pays our great people salaries commensurate with market value, and provides full benefits including medical insurance and a 401(k) plan. All Aperio employees participate in our stock option plan.

### **Contact**

Aperio is committed to attracting and retaining the most highly qualified candidates available. As an Aperio employee you will be consistently challenged to deliver your best. Because we provide our customers the best technologies and service in the industry, you will constantly develop new skills, learn new products, and be involved in activities that are highly valued in the marketplace. At Aperio, we value our customers as partners, and therefore strive to deliver excellence in everything we do. If you are ready for this challenge, contact us by sending your resume to [jobs@aperio.com](mailto:jobs@aperio.com). Please include the position title in the subject line.