



MaxxSouth Broadband has an opening for a full-time Technical Support Supervisor. This is a key company position that contributes to MaxxSouth's vision of being the industry leader in customer service through quality, courtesy, and teamwork. The Technical Support Supervisor is responsible for supervising the Technical Support/After Hours, dispatch, and TAC teams.

Essential Job Functions:

- Managing the MaxxSouth 24-hour Technical Support, TAC and dispatch teams, including recruitment (screening and interviewing), hiring & playing a key role in supporting their training;
- Developing and maintaining the working schedule;
- Operating division within budget constraints and meeting all deliverables;
- Working to establish standard procedures to resolve recurring or common technical issues;
- Mentoring, coaching and motivating the team.

Education, Experience & Skills:

- High School Diploma, G.E.D. or equivalent – required;
- 2-years prior practical work experience or the equivalent combination of relevant education and/or practical work experience in the Cable TV/Broadband industry, in a supervisory role – required;
- Recruitment/hiring experience – required;
- Must be a team player and able to work under pressure, independently and with initiative;
- Excellent written & verbal communications and customer relations skills;
- Enthusiastic, high energy self-motivated; demonstrated accuracy with detailed work;
- Excellent time management & organizational skills and ability to handle multiple tasks within the given deadline;
- Proficient knowledge of Windows, Microsoft Word, Excel, Outlook and PowerPoint programs. CSG knowledge, a plus;
- Strictly maintains confidentiality of financial and/or other information acquired in the course of work;
- Available to work weekends/having flexible work hours (overnight work may be required).