Customer Support Desk Manager

Job Summary

We are seeking an experienced Support Desk Manager to lead and scale our customer support function for a fast-growing SaaS platform. This role will be responsible for establishing and managing a formal support process with clear SLAs, creating customer-facing documentation, and owning the triage and resolution workflow, including bug escalation to engineering teams. The ideal candidate is both process-driven and customer-focused, ensuring a seamless experience for users while enabling efficient internal operations. This is a full-time remote role.

Key Responsibilities

- **Support Process & SLA Management**
  - Design, implement, and manage a structured support desk process with defined service-level agreements.
  - Establish escalation procedures for critical issues to ensure timely resolution.
  - Monitor adherence to SLAs and continuously improve efficiency and response quality.
- **Customer-Facing Documentation**
  - Build and maintain a robust knowledge base and self-service resources.
  - Collaborate with product and engineering teams to create clear, accurate, and up-to-date help content.
  - Ensure documentation reduces recurring tickets and empowers customers to troubleshoot independently.
- **Triage & Resolution Oversight**
  - Manage incoming support tickets, ensuring proper categorization, prioritization, and routing.
  - Own the escalation path to engineering for bug reporting and resolution.
  - Track and communicate resolution progress internally and externally with customers.
- **Team Leadership & Collaboration**
  - Foster a culture of accountability, empathy, and continuous improvement.
  - Partner with engineering, product, and operations teams to close the loop between customer issues and product development.
- **Metrics & Reporting**
  - Define and track key support KPIs (response time, resolution time, customer satisfaction).
  - Provide regular reporting to leadership on support desk performance and trends.
  - Use data insights to inform staffing, process adjustments, and product improvements.

Key Qualifications

- Proven experience as a Support Desk Manager, Customer Support Lead, or similar role in a SaaS environment.
- Strong understanding of SLA management, ticketing workflows, and escalation procedures.
- Familiarity with support desk tools (e.g., Zendesk, Freshdesk, Jira Service Management, or similar).
- Experience creating and managing customer-facing documentation and knowledge bases.
- Excellent communication and interpersonal skills with a customer-first mindset.
- Ability to collaborate cross-functionally and influence process adoption across teams.

Success Criteria

- A formal support desk process with clearly defined SLAs successfully implemented and adhered to.
- Comprehensive customer-facing documentation that reduces repeat tickets and improves customer self-service.
- Efficient triage and escalation management resulting in faster resolution times and higher customer satisfaction.
- Strong collaboration between support, engineering, and product teams, driving measurable improvements in customer experience.

To apply for this position, please submit your resume to **careers@spur.us**.