JOB DESCRIPTION

Job Title: **Technical Support Manager**

Department: **Technical Support**

Reports To: **Terry Treiberg (Theta General Manager)**

Based At: **Theta Oilfield Services Headquarters in Bakersfield, CA**

SUMMARY

Under leadership of Theta GM, this person will manage Theta's technical support team and processes. Primary responsibility is to guide team in establishing itself as a leading class support organization for Theta's products and services. This role is also responsible for Theta's software training program, with the goal of providing excellent training to support our products.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Uphold core Dover and Theta values and be an example of excellence at all times.
2. Foster and motivate an atmosphere of achievement and excellence in technical support of customers.
3. Manage Theta's technical support group (a team of 4-5 people). Provide leadership and inspire the team to provide support that delights our customers.
4. Improve technical support processes, including best use of Theta's technical ticket system (Salesforce) and its functions (knowledge base, etc).
5. Lead Theta's training program, including scheduling and promoting training classes.
6. Provide training to our customers. It would be expected that within 6-12 months of joining Theta, this person could proficiently instruct our customers on basic features of our software products, and within 2 years, be able to proficiently instruct on the complex aspects of our products.
7. Develop and maintain application competency in artificial lift diagnostics and SCADA.
8. Act as liaison between customers and development/engineering to ensure that we can meet our customers' expectations and suggest improvements and/or new products to our product line. Identify and communicate market requirements for new and/or enhanced products and services.
9. Monthly reporting including activity/status report, expense reports, travel schedule, etc.

   (All duties and responsibilities must be carried out within Theta's policies and procedures.)

PREFERRED QUALIFICATIONS

- Two (2+) years' experience in a managerial or supervisory position
- Two (2+) years' experience with software support or help desk support
- College Degree in a technical field is preferred
- Excellent phone and customer care skills is required
- Experience/knowledge of Windows-based software and basic computer proficiencies is a must
- Experience with automation, telemetry, and databases is a plus
- Excellent instruction and presentation skills
- Willingness to travel ~ 15%-30%