# Technical Operations Manager

The Technical Operations Manager will be responsible for teams that comprise the technical support and QA groups within Bluebeam.  Currently this is about 10 people.  We are seeking someone who is able to organize and prioritize numerous tasks, ensure that all team members are kept well informed and effectively serve as a facilitator and interface to other functions within the organization (account services, reseller channel and management).

As the Technical Operations Manager, you will not just manage your team.  You will continue to "get your hands dirty" with some of the day-to-day support and QA functions.  We are looking for candidates who are happy, even excited, to have contact with our customers and to dig in wherever needed to help contribute to the team and company's success.

Our ideal candidate is a natural problem solver who is optimistic by nature and enjoys interacting with people from varied backgrounds.  We are interested in people who can think and reason clearly, who can learn technical issues quickly, and who can work as an effective leader as well as a team player.

## Responsibilities

- Develop and maintain your expertise of the Bluebeam technology suite
- Manage the day-to-day operations of the technical support and QA groups
- Act as a mentor and coach for current QA staff
- Organize the support group and ensure their workload is evenly divided
- Facilitate weekly staff meetings and coordinate activities and requests to/from other departments
- Conduct annual reviews for your team and advance individual growth
- Monitor the group's processes and procedures, then formulate and implement process improvements
- Act as a customer advocate and present clear and concise feedback to the development team on behalf of the customer
- Develop test plans and manage the QA phase of the release schedule
- Represent the QA organization in project status meetings
- Provide summary level reporting of current open support issues

## Desired Experience

- Excellent communication skills, both written and verbal
- Great interpersonal and customer service skills
- Good sense of humor (examples requested)
- Exceptionally organized and able to effectively prioritize tasks to meet goals and deadlines
- Self-starter who is able to navigate within the Bluebeam organization to obtain needed answers
- Emotional maturity and sound judgment
- Strong level of comfort learning new technology
- Experience developing test plans and overseeing/participating in the execution of test plans
- Experience managing a testing environment focused on Windows desktop application software
- Strong computer skills including Microsoft Word, Excel, PowerPoint
- Experience with PDF software a plus
- Solid understanding of Microsoft Windows operating systems (Windows XP, Vista), especially installing and uninstalling programs, registry settings, and the Windows general environment
- Prior technical support experience is helpful, but not required (In fact, if you have prior technical support, you will most likely have to "un-learn" many of the standard call center practices. We treat our support calls and emails as high-value conversations with our customers. Programmed, rote responses and scripted answers are frowned upon. We want people to recognize that another intelligent person is on the other end of the phone or email.)
- 3 - 5 years of management experience
- Bachelor's degree required

Candidates that meet all the requirements can send a resume and cover letter to workeng@bluebeam.com. In one to two paragraphs, please describe your management style.  Please be specific and include examples from your work experience.  **This position is located in Pasadena, CA.  Must be able to work in the US without sponsorship.**