**Tyco Fire Protection Products (TFPP) is currently hiring for a Senior Manager of Technical Support (Mechanical Engineering).** This position is located in our state of the art R&D facility in Cranston, RI. The Sr. Manager of Technical Support is responsible for providing leadership to and overseeing the company’s Technical Services department. The Sr. Manager of Technical Support is responsible for the development, management, and implementation of the strategic plan to provide world-class technical service of all of our manufactured products to our customer base which aligns with TFPP’s Global Services Business strategy, and ensures high customer satisfaction and retention. To accomplish these challenges, the Sr. Manager must work collaboratively with other departments including Sales, Customer Operations, Risk Management, Engineering, and Product Management. The Sr. Manager of Technical Support is accountable for the department successfully delivering frontline support, custom projects, and service assets that consistently exceed customer expectations.

**KEY OBJECTIVES:**
Directly or indirectly strengthen customer retention and acquisition by ensuring targeted support metrics are met or exceeded and by delivering the highest level of industry customer support to both our transaction and non-transactional customers. Ensure targeted customer satisfaction metrics are met or exceeded by using existing and developing new procedures to effectively measure client satisfaction within all areas of the department.

**ESSENTIAL FUNCTIONS:**
- Manage and mentor direct reports with a goal of ensuring that all employees in the department maximize their performance individually and collectively to meet or exceed department, function and company goals.
- Achieve >95% client satisfaction (as measured via customer surveys) with product support within all areas of the department.
- Use existing and develop new procedures to better measure relevant customer satisfaction.
- Develop and enhance services assets and refine methods of delivery to meet customers’ evolving needs.
- In partnership with the Director of Technical Services, and the other regional Sr. Technical Support Managers, develop and deliver technical oriented professional services.
- Work with Product Management to act as a customer advocate and help prioritize defect resolution and the product roadmap.
- Work with Director of Technical Services to develop and manage the budget for Technical Services.

The ideal candidate will have experience with the following:

**Education:**
- BS Degree in technical curriculum required.

**Technical Required Experience:**
- **5 – 10 years’ experience successfully leading a customer support organization for a product manufacturing company, experience and knowledge of the Fire Protection Industry, specifically a plus.**
- Demonstrated ability to lead efforts to meet or exceed company and organizational goals through his/her own individual efforts and through effectively managing, motivating, and developing staff.
- Strong customer facing and customer management skills
- Demonstrated ability of being a subject matter expert for technical support methods and processes, possessing in-depth knowledge of technical support principles and practices that drive outstanding customer satisfaction and retention, and being a well-rounded business person on the basis of technical competence, intelligence, results, interpersonal skills, and general business acumen.
- Experience with support strategy for multiple delivery modalities, including but not limited to email, social media, customer portals, etc.
- Proven experience in building and maintaining strong relationships with a diverse set of internal and external constituencies including senior level executives, legal, technical, finance, sales and marketing experts.
Experience:
- Demonstrated strong, effective leadership skills to staff as well as to the overall department over a period of years
- Problem-solver, self-starter and data and analytics driven by nature
- Effective delegation skills and techniques
- Ability to quickly grasp and distinctly explain relevant technological and business concepts that impact our business
- General knowledge of the Fire Protection Engineering principals and awareness of current industry trends
- Solid business communication skills, including but not limited to the style and format of letters, memoranda, minutes, and reports
- Superior written and spoken English communication skills and excellent listening skills are a must
- Proven ability to establish priorities, develop measurable objectives, work independently, and lead the team to successfully meet or exceed objectives.
- Ability to handle and resolve problems
- Strong, positive interpersonal skills
- Detail-oriented, particularly with respect to managing customer satisfaction
- Ability to identify need for and develop, processes and supporting materials
- Well-versed in MS Office Suite, including Word, Excel, and Outlook
- Salesforce.com & SAP experience is highly desirable

To apply:
Online: https://goo.gl/E4GQiK
or
Online: http://www.tyco.com/careers
Search job number: 1520293

Tyco is an EEO/AA/Female/Minority/Veteran/Disability Employer
Tyco offers a competitive salary package in addition to a comprehensive benefits package including a 401(k) with company match.

Tyco is a diverse company that believes its employees are the foundation for investing in its future. Diversity and inclusion are key to growing our business and providing a work environment that fosters contributions by all employees.

Tyco is an Equal Opportunity Employer and does not discriminate because of age, color, disability, ethnicity, marital or family status, national origin, race, religion, sex, sexual orientation, military veteran status, or any other characteristic protected by law.