Firm/Company Name Ballard Spahr LLP

(Send copy of firm logo for posting)

Job Title [Position]:	Technical Support Manager	**Job Category:**	Non-Legal
Department/Group:	Information Services	**Posted By:**	Gina Emery-Duplechan
Location:	Center City Philadelphia	**Travel Required:**	N/A
Level/Salary Range:	Negotiable	**Position Type:**	[i.e.: full-time, part-time, etc.] Full-Time
HR Contact:	Gina Emery-Duplechan	**Date posted:**	6/16/2022
Reports to:	Director of User Support	**Posting Expires:**	[i.e., 30-days] 60 days

Applications Accepted By:

Fax or E-mail: 215.525.5096 **Attention:** Gina Emery-Duplechan	**Mail:** 1735 Market Street Philadelphia, PA 19103

Job Description

Brief Summary:

Ballard Spahr LLP, a national law firm with 15 offices across the country is seeking a Technical Support Manager to manage a team of Technical Support Specialists with the goal of providing service excellence to the organization.

Duties:

This position is responsible for recruiting, performance reviews, promotions, salary negotiations and the performance management of employees reporting into the associated functional areas. We are looking for someone with the appropriate technical background and managerial skill set.

Responsibilities include but are not limited to:

* Managing the relationship with the firm's managed Technical Support provider to provide efficient diagnosis and resolution of service requests and incidents reported by the end users
* Implementing Key Performance Indicators and metric scorecards for Technical Support for both group and individual work, and benchmarks against industry standards in order to develop action plans for continued service improvement

Skills/qualifications:

The chosen candidate will be a self-motivated, results-oriented professional who consistently demonstrates integrity and the ability to build trust and credibility, have strong interpersonal skills and the ability to interact with a broad range of people, possess superior organizational, problem solving and judgement skills and the ability to manage multiple projects simultaneously in a demanding environment.

[NOTE: Attach separate sheet(s) as necessary with the complete job description]