

***Director, Technical Product Support – Reston, VA***

**FrontStream** is looking for a **Director, Technical Product Support** to join our team in **Reston, VA**. This role is responsible for delivering an outstanding technical support experience for our customers while also scaling our teams, processes, tools, and analytics. We are looking for an individual that will work cross-functionally with stakeholders to continually improve internal processes and serve as a key leader in the Technology organization.

***Company Overview:***

Trusted by 100,000 charities and socially responsible corporations across North America, FrontStream is revolutionizing fundraising through its all-in-one digital fundraising platform, Panorama. Our cloud based, SaaS platform enables charity organizations to successfully plan, manage and promote donation campaigns and fundraising events. We have been serving the non-profit sector for more than a decade, and we love what we do!

***Position Overview:***

This position is a key role in leading our technical support group and reports to our Chief Technology Officer. You will lead a dedicated group of front-line and escalation support staff. You will have an opportunity to craft our support strategy, structure our support teams to meet our customers needs, and determine our KPIs for the best customer experience. You will work and partner closely with the Engineering, Product, and the Customer Success teams.

***What Can FrontStream Do For You:***

- Provide experience supporting multiple products in the non-profit and payments industries.
- Work with a highly collaborative, distributed team that learns from and supports each other.
- Know that your time, talent, and energy are supporting customers that are doing good in the world.

***How You Will Make An Impact For FrontStream:***

- Develop effective technical support processes and operating procedures that enhance the customer experience.
- Lead, coach, and mentor the support team. Ensure the team is highly engaged, confident, and continuously exercising good judgement and decision-making skills.
- Develop, implement, and monitor customer support performance metrics and develop strategies to improve where needed.
- Own escalated support issues.
- Identify technical issues and suggest product enhancements.
- Oversee team recruitment and build training and growth programs for both new and existing support team members.

***What You Will Bring To The Team:***

- A courageous, inspirational, patient, collaborative, curious, and empathetic mindset.
- Relentless problem-solving attitude and skills to figure out issues.
- Establish and manage to objective metrics for success of the team.
- 5+ years experience in technical support leadership within a SaaS organization.
- Strong experience with hiring, training, coaching, and nurturing top talent.
- Demonstrated ability to collaborate cross-functionally to improve processes.
- Willing to get in the weeds with direct reports.
- Proven project management and communication skills.
- Proven ability to select, implement, and oversee support tools and technologies, with specific experience in Zendesk, Salesforce, and Jira.

The company is headquartered in Reston, VA. However, remote work is available for this position.

Interested candidates should send their resume and references to: [fs-recruiting@frontstream.com](mailto:fs-recruiting@frontstream.com) with **“Director Support.”** in the subject line. No phone calls please.

FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in United States.