

JOB DESCRIPTION

TITLE: Team Leader, Software as a Service (SaaS)

REPORTS TO: Director of Sales & Marketing & Product Mgmt

PRIMARY FUNCTION:

The Technical Support Team Leader of SaaS will handle Genio software customer support. The role will build and grow this new function by managing day-to-day support operations, guide technical escalation paths, and coach support specialists to ensure high customer satisfaction and uptime.

- Drive operational efficiency
- Lead technical troubleshooting
- Empower a high performing support team

RESPONSIBILITIES INCLUDE:

- Coach, motivate, and train support specialists on troubleshooting best practices and customer communication
- Monitor ticket queues, maintain coverage schedules, and track key operational metrics like SLAS (Service Level Agreements) and KPIs (Key Performance Indicators)
- Serve as primary point of contact for complex, high-priority, or critical customer issues before escalating to engineering
- Partner with product and engineering teams to report recurring software bugs, reduce ticket volume, and build self-service tools
- Implement support frameworks, utilize modern AI-powered support tools, and update internal knowledge bases

KNOWLEDGE AND EXPERIENCE:

- 3+ years in technical support, with 1-2+ years in leadership, supervisory, or senior mentoring role
- Hands-on experience supporting mobile device management (e.g. Microsoft Intune, Workspace One/Airwatch)
- Familiarity with enterprise authentication (SSO, MFA), APIs (REST/SOAP), SQL/databases, and cloud environments (e.g. Azure, AWS, GoDaddy and Vulture)
- Experience with CRM and helpdesk systems like Zendesk, Salesforce Service Cloud, or Intercom and Hubspot
- Bachelor's degree in Computer Science, Information Technology, Business Management, or equivalent practical experience
- Must be able to meet deadlines and withstand moderate amounts of stress
- Other duties as assigned/required

MANAGEMENT RESPONSIBILITY: N/A