

BioCareer Pathway for Technical Support Manager

Recent Graduates

- Degree in computer science

Entry-level

Help Desk – Technical Support

Career Change

Customer service role with educational background in information technology

3-5 Years

Technical Support Specialist

5-10 Years

Technical Support Manager

10 Years+

Technical Services and Support Director
(usually requires a graduate degree in business administration with a background in science)

Job Functions

(You may be responsible for more than one)

- Resolve Customer Technical Issues
- On-site Technical Support and Training
- Maintain Online Knowledge Bases
- Provide Feedback to Product and R&D Teams

Actual job titles may vary slightly between organizations. The BioCareer Pathways are meant as a guide for potential career paths. They have been developed through secondary research.