BioCareer Pathway for **Technical Support Manager**

**Recent Graduates**
- Degree in computer science

**Entry-level**
- Help Desk – Technical Support

**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

**Career Change**
Customer service role with educational background in information technology

*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.*