



Technical Support Manager

Bio-economy Skills At-a-Glance



Building skills for Canada's bio-economy

About BioTalent Canada™

Helping Canada's Bio-economy thrive globally

Canada is a world leader in biotechnology—the application of living organisms to industrial, agricultural, medical and other processes and products. To maintain and build on this leadership, the sector needs highly skilled, job-ready people.

By acting as a national hub and central resource for employers, job seekers, students, educators and government agencies, BioTalent Canada helps make this happen.



Building skills for Canada's bio-economy

www.biotalent.ca • Telephone: 613-235-1402

Table of Contents

About the Bio-economy.....	2
Components of the Bio-economy Skills At-a-Glance.....	2
Occupational Description	3
Potential Professional Background and Education/Bio-economy or Relevant Experience	3
Education/Certification	3
Professional Experience	3
Competencies and Tasks	3
A. Manage all customer technical support activities	3
B. Manage and develop the technical support teams	3
C. Drive the resolution of incidents.....	3
D. Demonstrate Personal Competencies	3

About the Bio-economy

The bio-economy involves the research, development, manufacturing and commercialization of technologies and products for such areas as:

- Agriculture
- Aquaculture
- Bioenergy
- Bioinformatics
- Bioproducts
- Biosciences
- Environment
- Food Processing
- Forestry
- Genomics
- Human and Animal Health
- Industrial
- Life Sciences
- Medical Devices
- Natural Resources
- Nanotechnology
- Nutraceuticals
- Pharmaceuticals

Components of the Bio-economy Skills At-a-Glance

The *Bio-economy Skills At-a-Glance* are built around *Key Competencies*. They are not complete *Bio-economy Skills Profiles*. They capture the key hard and soft skills required to successfully function in this position. Those key competencies require specific tasks be accomplished in order to attain the desired outcome. More often than not, those key activities are functional in nature and require the application of specific knowledge acquired by education, training or practical experience. In bio-economy companies, those functional competencies may be very broad and diversified, encompassing both scientific and business expertise. Some may refer to functional competencies as hard skills of the position.

The *Bio-economy Skills At-a-Glance* have been developed through secondary research and have NOT been validated by industry. As a result, industry feedback will be greatly appreciated. Please send any feedback to portfolios@biotalent.ca.

The *Bio-economy Skills-At-a-Glance* are useful for such activities as recruiting, professional development, coaching, self-assessment, and many other purposes.

Occupational Description

Technical Support Managers lead their team to resolve issues for end-users of various forms of technology or products. They provide equipment demos, equipment installation and commissioning, support for the operation of companies’ equipment, as well as post sales support, technical training on companies’ products and related technologies.

Potential Professional Background and Education/Bio-economy or Relevant Experience

Education/Certification

- A bachelor’s degree in computer science, arts or a related field is required.

Professional Experience

- 5 to 10 years experience in a relevant technical support role, computer support or R&D.

Competencies and Tasks

A Technical Support Manager must be able to:

A. Manage all customer technical support activities

TASKS
1. Provide support to the customer as per pre-defined terms and conditions
2. Be involved in designing and delivering training to customers on product/technology usage, when required
3. Design, develop, and implement processes, systems, and technology to support and enhance the technical support function, including workflow and incident management
4. Provide feedback and/or recommendations based on metrics collected

B. Manage and develop the technical support teams

TASKS
1. Select, train, monitor and evaluate technical support staff
2. Ensure that staff receives training on the company’s respective products or services
3. Organize workload and assignments
4. Ensure appropriate equipment, instruments and computers are available to staff
5. Ensure all staff are knowledgeable on the company’s disaster recovery procedures

C. Drive the resolution of incidents

TASKS
1. Assure that problem management procedures are followed
2. Document all problems and review for scope and that they are closed appropriately
3. Identify re-occurring issues and work with appropriate departments or other managers to remediate the situation
4. Work with sales, production or engineering teams to implement formal feedback mechanisms for incidents, causes, and resolutions
5. Interface with the field, sales and production/service departments and directly with the customer base on critical escalations and all resolutions
6. Communicate to customers on changes to the product/technology which may impact its performance
7. Participate in product/technology design improvements and performance enhancements or availability
8. Work closely with the Development Managers and the QA Manager to resolve product/technology deficiencies
9. Contribute to quality standard development and enforcement

D. Demonstrate Personal Competencies

TASKS
1. Lead with confidence
2. Demonstrate teamwork
3. Exhibit sensitivity to cultural and social diversity
4. Be customer service focused
5. Work in a fast-paced environment
6. Follow company’s policies and procedures

TASKS
7. Demonstrate time management skills
8. Manage stress
9. Be a quick learner
10. Communicate effectively and clearly
11. Demonstrate professional attributes
12. Continuously update skills

Strong Board of Directors

The Board of Directors is composed of experts in the field of HR, CEOs, CFOs and CSOs from across Canada with extensive financial and industry experience representing companies and organizations in Canada's bio-economy. BioTalent Canada is not a membership organization and therefore relies on the guidance provided by its dedicated volunteer Board of Directors.

Bob Ingratta (Chair)
President
Fast-Trak Strategies
Vancouver, BC

François Schubert (Vice Chair)
General Manager, Administration
The Research Institute-McGill University
Health Centre
Montréal, QC

Christopher Adams (Treasurer)
AdamsRevers
Toronto, ON

John McMillan (Past Chair)
Winnipeg, MB

Norma K. Biln
Chief Executive Officer
Augurex Life Sciences Corp.
North Vancouver, BC

Anne-Marie Bonneau
Vice-President & COO
Aurelium BioPharma Inc.
Montréal, QC

Paul Braconnier
President, CEO & Co-founder
Global IQ Inc.
Edmonton, AB

Patrick Girouard
President
AgroNovita Inc.
Ottawa, ON

Denis Kay
Chief Scientific Officer
Neurodyn Inc.
Charlottetown, PE

Wilf Keller
President and CEO
Genome Prairie and Ag-West Bio
Saskatoon, SK

Steven Klein
Director, Business Development
Labopharm
Laval, QC

Janet LeClair
Chief Administration Officer
YORKbiotech Inc.
Toronto, ON

Lucie Morin
Human Resources BioScience Consultant
Charlottetown, PE

Julia O'Rawe
Associate Vice President HR Canada & Global
HR Partner R&D
Sanofi Pasteur
Toronto, ON

Jim Smith
Executive Director
Food Technology Centre, Prince Edward Island
Charlottetown, PE

Lee D. Wilson
Assistant Professor
Department of Chemistry
University of Saskatchewan
Saskatoon, SK

Michael D'Amico
SVP, Human Resources and Organizational
Effectiveness
logen Corporation
Ottawa, ON



Building skills for Canada's bio-economy

www.biotalent.ca • Telephone: 613-235-1402