



Director of Technical and Customer Support

ARI Network Services remains one of the few companies still expanding during these tough economic times. This is a tribute to our excellent internal staff, superior services and relationships with first-class clients. ARI is seeking an experienced leader to act as a change agent in our Milwaukee office. This individual will be a customer focused professional with a proven track record to lead its Customer Service and Technical Client Support division.

The Director of Technical and Customer Support will be responsible for driving positive change in the delivery of excellent customer service and technical inquiries from external customers. The right candidate will have a customer focus and strong desire to deliver world-class service and support.

- Develop policies and procedures to maintain efficient customer and tech support service to customers.
- Investigate escalated customer and tech support inquiries.
- Oversee production and shipment of CD based products.
- Oversee the testing of software to ensure it is configured according to customer specification.
- Prepare reports and analysis on trends; make recommendations
- Create and drive process improvement
- Conduct formal and informal training of personnel.
- Coach, develop, and maximize production of customer service and technical support professionals.

Are you a change agent? Do you lead by example? Do you have a bachelor's degree in Computer Science/Information Technology and 5-7 years of support management? Significant experience in website hosting or other internet-based environments would be a plus!

To be considered, submit your resume with a personal cover letter to employment@arinet.com

See us on the Web at <http://www.arinet.com/>