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## MANAGER, TECHNICAL SUPPORT ENGINEERING

**Job Title: Manager, Technical Support Engineering**  
**Department: Engineering**  
**Reports To: VP, Engineering**  
**Location: Long Beach, California**

**Prepared By:**  
**Approved By:**  
**Approved Date:**  
**FLSA: Exempt**

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### About Mercury Security Products:

Mercury Security, located in Long Beach, California, is recognized as the global leader in the design, manufacture and supply of access control security technology. Mercury Security is part of HID Global, the provider of trusted identities to the world's people, places and things.

We offer a competitive and comprehensive compensation package that includes medical, dental, vision, life insurance, 401k, flex spending and FTO to qualifying employees. Mercury is a casual working environment.

### Summary

The Technical Support Engineering Manager is responsible for leading a team of client support engineer(s) who are providing services to our partners who utilize the Mercury Security product line. As the manager, you will assure the team is delivering ultimate customer experience in a timely and consistent manner. This individual will be tasked with developing and conducting technical training, creating standard of work for the support team, and assure the team is on track.

### Key focus areas:

#### Technical Support

First line of support to document, verify and potentially help rectify issues. Also responsible for keeping statistics on the amount of support provided to ensure that the team is properly staffed.

#### OEM Developer Support:

Help onboard new OEMs and support existing OEMs to ensure their Mercury integration is as strong as possible and help allow them to introduce new functionality to their customers quicker.

#### Sustaining Engineering:

As part of the tech support team, have the ability look into the code to identify root cause, potentially fix, document and handoff to Engineering for future fix.

### Duties and Responsibilities include the following. Other duties may be assigned.

- Act as an initial point of escalation for customer issues, providing technical assistance relating to installation, functional issues, or product feature issues.
- Help onboard new OEMs and support existing OEMS to make their Mercury integration stronger, in addition to reviewing new releases and helping provide support for new features.
- Provide sustaining engineering support by having a member of the team be able to look at source code to find root cause, potentially fix the issue, or document and handoff to engineering for future fix.

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## MANAGER, TECHNICAL SUPPORT ENGINEERING

- Attend the product development meetings and contribute to the approval of Mercury Security projects.
- Regular reporting to the VP of Engineering at Mercury Security through written monthly reports & weekly conference calls.
- Ensure purchase of essential departmental equipment and supplies within departmental budget.
- Assist with creation and maintenance of technical support procedures.
- Ensure sufficient staffing level to provide an acceptable service level.
- Promote the growth of departmental personnel.
- Maintain a professional & satisfactory work environment for department staff.
- Recruit staff as required & uphold HR and other company policies where relevant.
- Initiate and organize regular training and/or refresher classes between engineering and tech support staff.
- Maintain current knowledge of all product offerings and technical support procedures in order to provide accurate solutions to customers.
- Administer Mercury partner portal to include, but not limited to, knowledge base articles, FAQs, documentation, and other content.
- Perform and assist in partner training as needed/requested.
- Work independently to manage and prioritize multiple tasks.
- Evaluate new Mercury Security products to understand functions and features, support customers, and to assist HID employees with product information.
- Provide detailed and organized feedback to engineering, production & product managers regarding product problems, enhancements, customer requirements for special product features and new features as requested.
- Promote accurate features, benefits, and value of products when helping customers, providing a positive solution to customer problems and providing proper guidance to help the customer select the right HID product to solve their business need.
- Provide webinar demonstrations as requested by the sales & business development teams.
- Instructs and trains partners/end users on use of assigned HID products Advise the sales force, customer and potential customers regarding the resolution of technical or engineering issues that affect the sales, installation and utilization of organization products and/or services.
- Regularly attend product team meetings to represent the customer.
- Provide input on Market Requirement Documents, Product Requirements, training plans, and support plans for new product releases.
- Assist in day-to-day support of team (customer issues and escalations) and on boarding of new employees.

### Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education and/or Experience

- BA/BS degree in a technical subject or 5+ years of experience in access control field
- Must possess a minimum of five years' experience in technical service and product support, preferably in the access control environment

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- Must have excellent telephone/interpersonal/communication skills
- Critical thinking and problem solving skills
- Ability to quickly engage in situations, assess alternative courses of action, anticipate issues and implement programs and tactics to drive effective change to customers
- Ability to quickly comprehend and make decisions by analyzing data and reviewing technical documentation
- Must possess excellent planning and organization capabilities
- Ability to think strategically
- Must have ability to think analytically with basic understanding of data presentation methods and statistics
- Will conduct and present themselves in a businesslike and professional manner and appearance at all times
- Working knowledge of client and server operating systems, such as Windows 10, 8, 7, Server, and Linux.
- Must be proficient with MS Office applications, such as Word, Excel, Visio and Power Point, etc.
- Basic knowledge of programming languages (C/C++, C#, .NET) to be able to review logs and small code snippets

### Language Skills

- Ability to effectively communicate in the English language verbally and in writing.
- Ability to read and interpret technical journals, specifications, international technical standards, etc.
- Excellent communication skills within every level of the organization

### Computer Skills

- Proficient in MS Office applications, such as Word, Excel, PowerPoint, etc.
- Familiar with operating systems, such as Windows, etc.
- Knowledge of Windows and application logging
- Understanding of virtualization and use of VM Ware
- Familiar with operating systems, such as Windows, Linux, etc.

### Customer Expectations

Highlight knowledge, skills, abilities and traits necessary in this role to satisfy our *customer's* expectations

### Work Environment

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Employee works primarily in an office environment, with in a well ventilated area, and is exposed to moderate noise levels.

### Work Requirements

- Compliance to all relevant HID Global policies and procedures related to Quality, Security, Safety, Business Continuity, and Environmental systems.
- Must be legally eligible to work in the United States.