



Customer Support Team Leader (m/f/d)

PlaySight is seeking a creative and experienced Customer Support Team Leader who wants to help build the next big thing in sports.

PlaySight is an award-winning global sports technology company, selected twice by Fast Company as one of the top 10 Most Innovative Companies in Sport. PlaySight technology is trusted and used every day by the best athletes, coaches and teams across the globe. Our client roster includes the 2019 NBA Champion Toronto Raptors and numerous other NBA, NHL and MLB organizations. PlaySight technology is also used by over 100 leading NCAA programs and top sports facilities, organizations and federations, including the USTA's National Campus, LakePoint Sports and Ripken Baseball. PlaySight connects over 30 sports across the globe in close to 40 different countries.

The Customer Support Team Leader will report to the Customer Support Managing Director and the Chief Operating Officer.

You are:

- **Creative.** You find ways to solve problems. You think outside-the-box, are self-motivated and are an engaging and clear communicator.
- **Experienced.** You have strong experience in managing and leading customer support teams.
- **Collaborative.** You have worked on teams before. You are willing to go the extra mile to help a teammate out and understand that when it comes to teamwork and getting the job done, 1+1=3.
- **Passionate.** You eat, breathe and live sports, and have a strong interest in technology and its potential to transform how sports are played and consumed.
- A **strong leader** who has worked across QA and R&D teams.
- Familiar with various operating systems, SQL databases, and an understanding in networking and peripheral equipment (routers, switches, firewalls).
- Experienced in Customer Support Tier 1, 2 and 3 with a minimum of three years of IT support
- Versed in other languages (Russian is an advantage) and are willing to travel (as needed).

You will:

- Lead PlaySight's global customer support team based in Ukraine.
- Ensure that the global customer support team responds to and resolves escalated issues and/or unique or complex requests from customers in timely matter according.
- Monitor and manage workflow, ensuring that correct procedures are followed.
- Identify and implement system and workflow improvements to enhance the team's efficiency.
- Manage the Support Group knowledge base and document all work done in the company CRM system. You will also participate, as needed, in field activities such as installations, upgrades, site relocations and demos.

Location

PlaySight Headquarters - 6A Hanagar St. Hod Hasharon 4527704, Israel