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# Example of IT Team Lead Job Description

Our company is searching for experienced candidates for the position of IT team lead. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT team lead

* To provide the first stage of escalation for overseas incidents, should these not be resolvable within the agreed Service Levels
* Provide briefings to the overseas IT team on changes that may affect the call volumes
* Accountable and Responsible for the delivery of the projects assigned to his team on time, budget, quality, scope with controlled risks, based on the strategy defined by the Commercial Solutions Manager
* Ensure the quality of Project Manager deliverables, respecting the PMO methodology and Project Management best practices
* Coordinate the Project Manager, Business Analysts, Solution Architects and supporting roles to contribute to the delivery of the Program impacting the solutions on time, budget, quality and scope with controlled risks
* Vendor relationship and Contract Management
* Ensure that customer requirements are fully understood, documented & agreed to
* Regular interaction with key customers, including senior leadership team and executive assistants to ensure workplace services are meeting business needs
* Perform managerial activities such as hiring decisions, execution of performance management processes, associate development, department staffing, budgeting, recognition plans, performance improvement plans, disciplinary actions, communicate and enforce policies and procedures, customer and associate relations
* Define & evaluate the appropriate sourcing model for the service with concerned parties

## Qualifications for IT team lead

* Experience with multiple infrastructure environments and understanding their relationships
* Seeks solutions independently to solve problems
* Exceptional customer service orientation with strong interpersonal and relationship building skills
* Experiences in ITIL process
* Minimum 2 years of leading a team in a technical support environment
* Minimum 4 years performing Helpdesk or Desk Side Support role