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# Example of Lead, Technical Support Job Description

Our innovative and growing company is looking to fill the role of lead, technical support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for lead, technical support

* Develops and maintain expertise in test methods
* Serve as a point of contact for onboarding new applications and tools
* Represent partner’s needs and expectations internally to ensure internal initiatives reflect partner business and technical requirements
* Analyse, debug and resolve partners’ issues related to the integration of Consumer products
* Provide standard training to partners and company staff concerning specifications, products, extraction formats and APIs including development of proprietary training materials for support of new or existing Consumer products
* Contribute technical and problem-solving expertise to ad hoc teams for resolution of customer escalations
* Assist Front-line support and Engineering with recreation of complex/subtle/elusive technical issues
* Provide expert advice/consultancy to customers and mentoring to colleagues
* Maintain expertise with product features, supported platforms and common configurations in technology areas and have broad knowledge of entire product line
* Work effectively either solo or in a team

## Qualifications for lead, technical support

* Should possess proven knowledge of service Management
* Must have a valid driver’s license and obtain a passport
* Physical requirements – walk a mile, climb stairs, squat
* Willingness to work on weekends, some holidays and various shifts based on business needs
* Bachelor’s degree in Business, IT or Operations Management or trade off in related professional experience
* 6-8 years demonstrated experience working with customer technical support areas