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# Example of Lead, Technical Support Job Description

Our innovative and growing company is searching for experienced candidates for the position of lead, technical support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for lead, technical support

* Refer software problems or defective products to development teams
* Researches and anticipates industry change and impact on workplace endpoint technology
* Analyzes user's computing environment and recommends or coordinates changes as necessary
* Determines work strategies and assignments to meet department workload
* Help in creation and implementation of support processes that increase the team’s effectiveness
* Coach Level-1 (L-1) engineers on appropriate case and backup handling
* Build L-1 engineers' technical knowledge in your areas of expertise
* Perform and document (in CRM) regular case reviews, giving engineers feedback on their technical approach and case handling, giving clear actions where appropriate
* Work with manager to address any L-1 engineer performance concerns, including lack of response to L-2 feedback
* Support management team in driving continuous improvement initiatives and identify new opportunities to improve the service provided to customers

## Qualifications for lead, technical support

* Experience with SOA, SOAP, XML, JSON, Messaging, Restful architecture is required
* Experience with Mobile platforms including iOS, Android apps is highly desired
* Solid experience of Smallworld Comms products (PNI, FTTH, PRA, LNI)
* Strong Magik development skills
* Experience of Citrix, VMware, Cloud technologies
* Experience of HTML5, Javascript, Web technologies