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# Example of Support Team Lead Job Description

Our innovative and growing company is looking to fill the role of support team lead. 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 support team lead

* Ensuring all roles are approved and posted by the team
* Assist with posting jobs on various external job portals
* Assisting with ensuring all candidates are accurately tracked through the relevant workflow steps in the tool
* Scheduling candidate interviews for the Recruiters, Hiring Managers and any additional interviewers
* Interacting with candidates to ensure a reliable, positive candidate experience
* Liaising with regional or local HR Connection teams regarding onboarding
* Assisting with documentation for the onboarding process
* Manages call queue and takes proactive and reactive steps when target service levels are in jeopardy
* Manages the associates responsible for the execution of routine (daily, monthly, quarterly, ) regional computer operations, and connectivity support
* Provides performance evaluations for assigned staff

## Qualifications for support team lead

* Experience with strong background of IT infrastructure deployment or application development and/ or Support in banking industry, and at least 2 years in supervisory or team leader level
* Good knowledge of banking products and related regulatory requirement, and solid experience of regulatory system support
* Sound practices on project management and SDLC standards will be an advantage
* Hands-on experience in Windows Server 2008, 2012, System Center Configuration Manager
* Hands-on Financial Market system and application support, such as Bloomberg, Reuters Eikon
* Experience in IP Phone, and Video Conference system support, Cisco TelePresence, Avaya Server, IPC Unigy