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# Example of Support Team Lead Job Description

Our growing company is hiring for a support team lead. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for support team lead

* Responds to, diagnoses and resolves problems and tickets that are assigned via the Service Desk or directly from the user community
* Go-to subject matter expert for Claims Assistants and CSRs questions in the Support team and workflow process guidance
* Assigns daily tasks to the team as assigned by the Supervisor, P&C and provides subject assistance to Claims Assistants and CSRs
* Ensures accurate and timely response to Support team inquiries
* Communicate to supervisor any workflow problems or issues immediately
* Bring to the attention of the P&C Supervisor, any process and automation improvement opportunities and assist in the formulation of plans for advancing the proposed improvements
* Performs daily tasks alongside the Support Pool Team
* The Team Lead, P&C Support reports to the Supervisor or Unit Manager
* Performance and career development of the local support team
* A combination of first and second line in country PC support service provision

## Qualifications for support team lead

* Lead an integration cell by forming multidisciplinary teams to deliver complex products on short timelines, having past experience of successful team performance in events to CSA, and CG TRADOC
* Direct non-decision making actions for special projects requiring integration of HQDA, Army MACOMs, Functional Centers and joint partners
* Apply techniques and skills so as to develop time constrained products quickly, complying with short suspense’s
* Have unique depth and breadth of institutional and operational experience
* 15+ years in Army and Joint capability development, with service in a 4 star headquarters
* Technical Bachelor’s degree and a minimum of 8 years of related experience