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# Example of Technical Support Lead Job Description

Our innovative and growing company is searching for experienced candidates for the position of technical support lead. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for technical support lead

* Own incident management and be the first point of contact for Major Incident process
* Support a culture of operational and service excellence to drive increased efficiency and effectiveness
* Engage with Service Delivery team and Support team to drive process and tools improvements
* Recommend, implement and measure the effective solutions to change requests from business
* Implement best practice procedures for the on-going management of technology services
* Assess quality of delivery and time commitments
* Manage all new and release-related Service Transition activities (ensure the Operations team is always prepared!)
* Partner with HP IT delivery teams as appropriate to understand the strategic direction / priorities of the organization relative to Release and Change Management
* Develop strong relationships with external customers by working directly with the customer operations team and test team towards successful deployment of the system
* Develop strong relationships with internal engineering team and use their guidance in resolving field issues

## Qualifications for technical support lead

* Provide technical instruction and assistance to customers regarding installation, operation, and maintenance over the phone and at customer locations
* Plan, prepare and/or instruct both internal and external training programs as required, to impart and perpetuate product knowledge in area of specialization
* Maintain reliable reporting and tracking systems to utilize system and field data
* Maintain knowledge of both internal and external ticket system to the extent required for timely and accurate input of customer call information
* Bachelor degree required, preferably engineering or engineering technology
* 3-5 years in product support, engineering, marketing or sales required