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# Example of Technical Support Lead Job Description

Our growing company is looking for a 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

* Effectively manages competing priorities and demands
* Proactively communicates with customers and other relevant parties
* Understands customer requirements and follows through to ensure satisfaction
* Gathers facts, asks appropriate questions to resolve problems based on sound judgment
* Knows when and how to escalate issues in a professional manner
* Demonstrates ability to efficiently and effectively find answers to questions
* Use tracking and analysis tools as applicable
* Effectively utilizes available data sources and performance tools (ex
* Provide mentoring and guidance for employees promote teamwork when providing solutions to clients of a non-routine nature
* Participate to the correct execution of the site testing by verifying the steps in Test Procedures

## Qualifications for technical support lead

* 2 years of systems integration experience within a Java environment is highly preferred
* Experience in Agile development methods and running SCRUMs
* Demonstrable ability to ensure support teams’ readiness across multiple projects delivered in monthly code releases
* Customer focus and a proven pro-active approach, ability to understand and define customer
* Bachelor’s degree, preferably in Computer Science/Engineering OR “STEM” Majors (Science, Technology, Engineering and Math) or equivalent work experience
* 5+ years of experience of Smallworld products in a support or projects role is essential