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# Example of Technical Support Team Leader Job Description

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

## Responsibilities for technical support team leader

* Help with scheduling adjustments when required
* Handle any escalations which require immediate attention from management
* Be responsible for the Technical Support Team achieving high customer satisfaction and success measured through specific KPIs
* Manage a regional team of Technical Support Analysts focused on software products
* Maintain a high degree of knowledge about products and technical issues affecting those products
* Provide technical support to customers and serve as an escalation channel for internal and external customers
* Implement Knowledge-Centered support efforts ensuring key team learning is aggregated, communicated and integrated across the team to achieve greater results
* Work closely with other Customer Experience teams, Product Management, Program Management, Content Operations, among others, representing the Support team to develop new procedures, products or improve existing support process
* Plan for team development, expansion, retraining, support processes and more based on product support trends and new products or features
* Answer inquiries, both written and over the phone in a professional and empathetic manner, representing the company in a positive and proactive manner

## Qualifications for technical support team leader

* Willingness to learn and develop your own self
* Act as a leader and someone who sets an example to others
* Calm and objective under pressure
* Must have a current degree or vocational degree in maintenance
* Must have maintenance experience (10 years or more)
* You’re passionate and have a proven track record effectively and efficiently resolving customer issues