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# Example of Technical Support Team Leader Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of technical support team leader. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical support team leader

* Maintain high degree of knowledge about products and technical issues affecting those products
* Act as a single point of contact for all technology-specific customer and business requests
* Actively engage the business leaders to derive accurate and timely forecasts of technology-specific customer demand, and forecast analysis capacity in real-time to meet the changing needs of our customers
* Schedule and prioritize analysis projects among members of the global analysis organization to maximize revenue and exceed customer expectations
* Develop and maintain accurate reporting of analysis progress, milestones, productivity, and quality for technology-specific customer demand
* Regularly present and communicate to customers on the status, progress, findings and results of technologic-specific analysis
* Develop / provide personal coaching and professional development for core analysis team members
* Develop technical training requirements for primary and secondary technologies for entire analysis organization
* Produce technical reports based on the analysis of the pipeline inspection data
* Execute quality control checks on the analysis of pipeline inspection data completed by members of the analysis team

## Qualifications for technical support team leader

* Experience as a Team Leader a plus
* Must have excellent problem solving skills and the ability to prioritize tasks and responsibilities
* Must be available to work at least one weekend day and /or evening shift
* Good pension with varying levels of employer contribution
* Life cover and healthcare options
* Ensures that the team has the correct level of Technical Support experience to deliver a phenomenal customer experience