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# Example of Technical Team Lead Job Description

Our innovative and growing company is looking to fill the role of technical team lead. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical team lead

* Manage and prioritise workload for Site Technical Customer Services to ensure efficient service to the Internal and External customers
* Schedule Customer Specification reviews
* Lead and support Customer technical project as required
* Provision of data for Customer Technical services KPI’s as required by Technical Services Manager
* Proactively remain aware of Customer Technical standards and liaise with key stakeholders to ensure compliance
* Ensure that the customer product specifications and all associated documents are completed on time, accurately and in full
* Ensure responses to internal & external Customer technical enquiries are timely and appropriate in order to meet business and customer needs
* Ensure that escalation process is followed as required
* Develop and maintain cross training plan within the Customer Technical Services function to ensure that understanding of the requirements of all McCormick strategic customers
* Responsible for recruiting, developing and coaching team of Customer Technical Services Specialist

## Qualifications for technical team lead

* SSCP, CEH, CCNA, GSEC, OSCP, Network+, Security+ certifications are an asset
* Have a Networking/Information Security/Forensics analysis background with the sense to recognize and prioritize critical security incidents
* Have previous experience working in a Linux based environment
* Have worked with third-party network and security solutions
* Delegate responsibilities and tasks effectively
* Have strong attention to detail and a commitment to quality of service