



# Example of Delivery Team Lead Job Description

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Our company is searching for experienced candidates for the position of delivery team lead. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for delivery team lead

- Take care about staffers working attitudes and behaviors
- High Diploma in Engineering or above
- Management experience of small to medium team of site technicians/ Officers and engineers
- Experience in tackling troubled situations in daily basis
- Occasional shift-duties
- Logistics service execution from logistics kickoff to handover to Logistics Coordinator and managing & monitoring logistics service execution up to final acceptance, including cash collection support
- Responsible for coaching, training, motivating and mentoring agents
- Resolve escalated or sensitive customer issues in a professional and efficient manner
- Ensure all voicemail and email inquiries are addressed and resolved
- Provide on-the-spot support and training

## Qualifications for delivery team lead

- Execute architecture governance by embedding the architecture process in the domain being accountable for the timely creation of architecture deliverables (Blueprints, Program Roadmaps, PSA Documents, Baseline Architecture, Lifecycle Management Roadmaps) meeting Enterprise Architecture quality criteria
- Actively contribute to improve the Enterprise Architecture by closely

- Over 5 years of experience in Enterprise Architecture preferably in the financial industry
- Thorough knowledge of Business Process Management, Information Architecture, Enterprise Content Management, Application Development and Integration
- Strong development skills including c# and/or VB.net, MVC, client frameworks (JQuery, Knockout, ), SQL Server and/or Oracle, web services (WCF, JSON, REST, Web API)
- Experience leading a team of developers, including offshore resources preferred