



JOB PROFILE

DEPARTMENT: Deployment And Support

TITLE: Support Team Leader

JOB PURPOSE:

Our Client Success Technical Support Team Leads are responsible for overseeing a team of technical support representatives. The Team Lead is responsible for the success and development of the representatives he/she oversees. In addition to developing troubleshooting abilities in their representatives, Team Leads must ensure their representatives act with full account ownership meaning they discuss the benefits our software offers to assist our clients with their practices.

MAIN DUTIES:

- Develop and monitor policies and standards for customer service levels
- Develop metrics to assess customer service levels and analyze metrics periodically to identify areas for improvement; make recommendations to improve customer service levels and implement when approved
- Train Technical Support associates in delivering support to meet or exceed defined service levels
- Monitor, maintain and provide management reporting for customer service levels
- Install , Monitor and manage support incident tracking systems (Ticketing System)
- Monitor for after-hours emergency or critical tickets; track and document outstanding technical issues to ensure timely resolution.
- Install, deploy and troubleshoot end user software and hardware issues.
- Assist Technical Support in providing support and escalating resolution, when necessary.
- Manage, coach and develop a high performing Maintenance team that meets agreed objectives and which delivers best practice results, added value and continuous improvements
- Monitor the completion of tasks and ensure good performance and record on appropriate systems
- Other duties may be assigned.

EXPERIENCE AND EDUCATION:

- BS or MS Computer Science , Computer Engineer , Telecom Engineer or equivalent
- Minimum 7 years of experience in Information Technology field, Customer Support, Customer Training and Consultancy.
- At least 2 years' experience in performing problem determination/problem source identification.
- At least 2 years' experience in software developments.

CORE COMPETENCIES:

- Excellent leadership and man management skills
- Excellent interpersonal skills
- Ability to manage a variety of cross-functional team members
- Excellent organizational and follow-up skills
- Competent in problem solving, team building, planning and decision making

REPORTS TO: Support And Deployment Manager
