



<https://invoay.com/job/technical-support-team-lead/>

Technical Support Team Lead

Description

Are you a tech-savvy and customer-oriented individual with leadership skills? Join our dynamic team at Invoay Software as a Technical Support Team Lead and play a vital role in delivering exceptional support to our valued customers.

Responsibilities

- ☑ Lead and manage the Technical Support Team, providing guidance, coaching, and mentorship to team members
- ☑ Ensure timely and effective resolution of customer technical issues and inquiries
- ☑ Collaborate with cross-functional teams, including product development and QA, to escalate and resolve complex technical issues
- ☑ Analyze support metrics and performance data to identify areas for improvement and implement process enhancements
- ☑ Develop and implement training programs to enhance the technical skills of the support team
- ☑ Act as a point of contact for critical customer escalations and ensure prompt and satisfactory resolution
- ☑ Stay updated with the latest product features and updates to provide accurate and up-to-date support to customers

Requirements:

- ☑ Proven experience in a technical support role, with at least 5 years of experience in SaaS support
- ☑ Strong technical acumen and ability to troubleshoot software-related issues effectively
- ☑ Excellent communication and interpersonal skills, with a customer-centric approach
- ☑ Leadership and team management experience, with the ability to motivate and inspire the support team
- ☑ Familiarity with CRM and ticketing systems to manage support requests efficiently
- ☑ Strong problem-solving abilities and the ability to handle challenging technical situations with empathy and professionalism

Qualifications

- ☑ Bachelor's degree in computer science, engineering, or a related field (or equivalent experience)
- ☑ Previous experience in a technical support leadership role is highly preferred
- ☑ Certification or training in relevant technical areas is a plus
- ☑ Excellent written and verbal communication skills in English

Job Benefits

- ☑ Competitive salary package with attractive incentives
- ☑ Comprehensive health and wellness benefits
- ☑ Opportunities for career growth and advancement within a fast-growing SaaS company
- ☑ Collaborative and supportive work environment
- ☑ Chance to work with cutting-edge technology and innovative software solutions

Hiring organization

Invoay Software

Employment Type

Full-time

Industry

SaaS Software, POS Software, Beauty and Wellness

Job Location

Noida, Uttar Pradesh, India

Date posted

5 August 2023

🔗 Ready to lead a team of dedicated technical support professionals and make a difference in customer satisfaction? Apply now and be part of our journey at Invoay Software!

Invoay Software is an equal opportunity employer and values diversity in the workplace. We thank all applicants for their interest, but only those selected for an interview will be contacted.