EROAD

Job Description: Technical Support Team Lead

POSITION TITLE: Technical Support Team Lead, US	
REPORTS TO: Director of Customer Success, US	**DATE: 9/20/17**

SCOPE OF THE ROLE	The Technical Support Team Lead is responsible for overseeing the daily operations of technical support team as well as participating as an active member of the team. As a team lead, this position will partner with the Director of Customer Success to deliver exceptional support to customer through phone, email and chat. This team member will be expected to lead by example, organize work, build reports, handle escalations, and help with ad hoc projects, and training. The Technical Support Team Lead will work within the Customer Success Team and will report to the Director of Customer Success. This position is an advocate in the overall culture, vision and values of EROAD.
RESPONSIBILITIES	• Oversee the day-to-day operations of the Technical Support Team • Act as a senior agent who will drive customer satisfaction through customer support • Provide direct supervision of the technical support staff which may include: recruitment, evaluations, and disciplinary actions • Act as a mentor and provide oversight, coaching, and training to technical support staff • Be the point of contact when it comes to technical escalations • Record and track team SLAs and workflows • Provide support where needed for both internal and external customers. • Clearly communicate escalated issues to Tier 3 and product managers as needed • Manage and report on all incoming technical support inquiries • On-board all new technical support team members • Assist in the creation of the team KPIs as well as monitor and report on results • Be actively involved with the operational delivery and UAT if required for new product and feature releases • Monitor team performance and report on metrics • Ensure that all customer inquiries and issues are solved correctly and in a prompt and professional manner • Work to create any relevant support material for the team • Provide a feedback loop to wider staff and customers on resolved and in progress problems and incidents • Implement any necessary preventive measures to reduce customer faults and issues • Review all technical support related processes and documentation for continuous improvement • Assist in the creation and implementation of customer self-service material and tools • Evaluate and analyze Salesforce case trends to prevent future issues

KNOWLEDGE, SKILLS & ABILITIES REQUIRED	• Proven people management and leadership skills • Excellent communicator, both oral and written • Strong problem solving and communication skills • Love being the first line of support and troubleshooting issues • Strong analytical skills to investigate and resolve customer support tickets • Able to multi-task efficiently under time pressure • Able to work with cutting edge technology and assimilate information rapidly • Previous experience in managing customer focused teams • Proven experience in managing a service and support focused team culture • Associates or Bachelor degree in Information Technology or a related field preferred • Five Years plus experience in a Technical Support role

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a "high growth" mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.