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**Position Title: Technical Lead**

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**Department** Customer Care  
**Reports to:** Department Supervisor  
**Supervises:** N/A

**Description:**

The primary responsibility of a Technical Lead (TL) is to raise the technical expertise of our agent staff and contribute to overall customer satisfaction by providing timely technical and professional mentoring in a leveraged manner. TLs assist in resolving cases that exceed agents' capabilities either in technical skill set, urgency, complexity or time to service. The TL partners with the Team Manager (TM) to improve technical and soft skill performance of the team, to meet customer satisfaction initiatives and to meet Case Wellness goals.

**Key Responsibilities:**

**General Goals**

- Work with assigned agents to improve customer satisfaction.
- Facilitate the increase of internal "Agent Satisfaction" based on the Customer Satisfaction phone survey.
- Reduce the aged/idle case average with use of the Case Wellness grid.
- Decrease MPI over the review period through triages, training, and content.
- Promotion of greater team content contribution and down streaming information from the client.
- Enable the furthering of Support Professionals technical aptitude.
- Assist with special projects and other duties as assigned

**Technical Expertise of Team**

Develop technical knowledge and troubleshooting skills of assigned agents:

- Quality Monitor and provide feedback on at least 2 coaching sessions per agent per week.
- Provide or facilitate technical talks or training triages as appropriate.
- Identify training needs and educate agents in areas of technical development.
- Provide monthly report touching on Case Wellness, technical and customer service skills per each agent.

**Technical Readiness**

- Demonstrate applicable knowledge of products, tools and processes.
- Attend all appropriate formal new product training.
- Participate in or support Bug bashes as conducted by the client.
- Work with PTL to transfer technical knowledge by reviewing training documents, and developing and delivering appropriate triages.
- Invest in self-study to master new products as appropriate for your product unit.

**Customer Satisfaction**

- Promote greater customer satisfaction for the team/unit.

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- Monitor and provide feedback on 2 coaching sessions per assigned agent per week.
- Conduct quality phone survey feedback sessions as assigned by Team Managers.
- Review individual CSAT results and create action plans for assigned team members.

### **Case Wellness**

- Facilitate Ascent Guidelines regarding Case Wellness.
- Engage in a weekly meeting with Team Manager to discuss Case Wellness on an individual agent level.
- Provide monthly report touching on Case Wellness, technical and customer service skills per each agent.
- Manage idle cases to 3 days or less.
- Review cases to ensure accurate coding, severity, status.
- Ensure agent/customer interactions and expectations are appropriately set.
- Manage team assigned CAP queues.

### **Closure:**

- Work with PTLs on improving content, processes and challenges of the team.
- Facilitate and support collaboration of technical issues between agents/team.

### **Escalation:**

- Evaluate cases and partner with agents to validate proper technical action plans.
- Manage escalation processes and adherence by assigned team.
- Manage escalated tickets and proper consult line usage.
- Ensure all scheduled callbacks are met.

### **Knowledge, Skills and Abilities:**

- Bachelor's degree in a technical discipline preferred.
- Solid writing skills and ability to touch-type at greater than 40 wpm.
- Excellent verbal and written English communication skills.
- Minimum of 1 year of experience with Customer Service, Retention and Technical Support.
- Proven ability to analyze and interpret standard Call Center Key Performance Indicators/Metrics, and meet established benchmarks.
- Advanced understanding of home networking hardware, configuration and microcomputers.
- Competent in using Microsoft Windows and Office programs.
- Constantly stays abreast of new software and technology, and has an advanced understanding of consumer electronics and gaming consoles.
- Quick learner with a demonstrated passion for online gaming and a consuming drive to solve technical problems and "puzzles."
- Strong empathy and Customer Service skills, with demonstrated ability to drive complicated customer escalations to successful resolution.
- Strong ability to use logical reasoning and root cause analysis for technical troubleshooting and first contact resolution; especially when it requires non-linear thought.

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- Ability to motivate and support Customer Service agents, provide technical knowledge and training and deliver constructive feedback for performance management.
- Advanced ability to adapt to a fast paced changing environment, and to quickly comprehend emerging issues.
- Ability to quickly and effectively communicate and enforce procedural changes.
- Ability to multi-task with strong technical and research skills (internet, email and database applications).
- Detailed oriented with a strong work ethic and commitment to seeing tasks through to completion. Radiates confidence and a positive, up-beat, "can do" attitude.
- Responds effectively when faced with bad news or situations - tolerates stress well.
- Takes responsibility for own personal development and drives to exceed established performance goals.
- \*Must complete program training.

### **Physical Requirements:**

While performing the duties of this job the employee requires mobility, the ability to distinguish letters, numbers and symbols as well as hand/eye coordination. The employee regularly sits for long periods of time. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee regularly uses office equipment such as multi-line telephone systems, fax machine, copy machine, calculator. Employee will regularly use a computer for extended periods of time. The employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All of the above job duties may be changed/modified/deleted at any time by the Company; any other job duties may be assigned as needed.