
JOB DESCRIPTION

Job Title: Technical Support Lead

Department: Support

Reports To: Support & IT Manager

FLSA Status: Exempt

Position Overview: The main role of a Technical Support Lead is to provide oversight on day-to-day business operations of Merchant Support and Technical Escalations management. The position is instrumental in (a) leading, developing, mentoring, and auditing the quality of systems and requests (b) participates in technical assistance and development to enable continuing innovation within the infrastructure of the Payscout Gateway(s).

Provides support as it relates to Payscout's products and services and has the ability to resolve complex inquiries. Possesses deep knowledge and understanding of industry concepts, practices, procedures, and guidelines. Performs a variety of challenging tasks and reports to a leader. Must be sensitive to confidential matters.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Conduct research and troubleshoot gateway issues alongside developers; Escalation point for troubleshooting with partners.
- Lead and mentor the Support team to ensure daily tasks are completed, department SLA's are being practiced and executed, and team members are adhering to policy, procedure, and guidelines.
- Monitor queues and conduct quality control measures to reduce errors to improve procedures. Auditing merchant accounts to accuracy of information.
- Responsible for following escalation procedures to ensure quality and timely resolution of customer problems.
- Facilitate in design and programming of merchant web payment forms.
- Day-to-day maintenance of company website (payscout.com).
- Perform a variety of tasks and provide support as needed.

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** – Identifies and resolves problems in a timely manner.
- **Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and follows through on commitments.
- **Technical Skills** – Strives to continuously build knowledge and skills.
- **Quality** – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- **Project Management** – Assists with the development of technical project plans.
- **Innovation** – Displays original thinking and creativity; meets challenges with resourcefulness; develops innovative approaches and ideas.

Education/Experience:

- Two-year degree from a college or technical school, or six to twelve months related experience and/or training, or equivalent combination of education and experience.

Language Ability:

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations



Math/Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

- To perform this job successfully, an individual should have knowledge of Spreadsheets, word Processing, Accounting, Inventory, Payroll, Developmental, Design, Internet, E-mail, Order Processing, Project Management, Database, and Contact Management Software.

Certifications of Licenses:

- None

Physical Demands: 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.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; explosives; risk of radiation and vibration. The noise level in the work environment is usually moderate.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

