

Company Profile

[Customer Capital](#) operates in the exciting and fast-growing domain of loyalty and customer engagement. We are an end-to-end loyalty marketing company that runs its own loyalty programs in partnership with large companies (such as banks, conglomerates, etc.). We are a funded company started by veterans in the Indian Industry. We own a SaaS cloud-based loyalty and travel platform that we use for enabling and powering a loyalty led travel booking platform for various companies.

Job title — Tech Support Lead

Overview:

As the Technical Support Lead, you will be responsible for overseeing and managing all IT support-related issues that arise in our tech product environments, ensuring high availability and prompt resolution of issues in alignment with SLAs. Your key responsibilities include coordinating with a 24x7 support team, liaising with internal technical teams, managing escalations, and maintaining service levels on uptime, response, and resolution times. You will also track and report on issues based on their severity, aiming to continuously improve our support processes.

Key Responsibilities:

1. **Issue Management:** Oversee and manage all IT support-related issues and tickets that arise in production environments related to our tech products for clients.
2. **Team Coordination:** Coordinate with the 24x7 support team to ensure timely and efficient resolution of tickets.
3. **Internal Collaboration:** Liaise with internal technical teams to facilitate issue resolution and maintain operational continuity.
4. **SLA Compliance:** Ensure that service level agreements (SLAs) regarding uptime, response times, and resolutions are consistently met.
5. **Escalation Management:** Manage escalations effectively, ensuring that critical issues are prioritized and addressed promptly.
6. **Reporting and Analysis:** Track and provide detailed reports on issues, categorizing them by severity levels to identify patterns and areas for improvement.

Outcomes:

1. Service Excellence: Maintain or exceed established SLAs for all technical support metrics.
2. Operational Efficiency: Enhance the efficiency of the support process, reducing response and resolution times.
3. Client Satisfaction: Achieve high levels of client satisfaction through effective issue management and resolution.
4. Continuous Improvement: Identify and implement improvements in the support process based on issue report analysis.

Competencies:

1. Technical Proficiency: Deep understanding of IT support processes and technical details pertinent to the company's products.
2. Leadership: Proven ability to lead and manage a technical support team in a high-pressure environment.
3. Problem Solving: Exceptional problem-solving skills with a systematic approach to troubleshooting and crisis management.
4. Communication: Strong communication skills to effectively coordinate between teams and communicate with stakeholders.
5. Analytical Thinking: Ability to analyze data, understand trends, and make data-driven decisions to improve service delivery.

Experience & Background:

1. At least 8 years of experience in technical support or similar roles, preferably in a leadership position managing IT support for tech products..
2. ITIL, PMP, or other relevant IT service management certifications are required.
3. Hands-on experience with JIRA and other project management tools..

Additional Details: -

- This is a full-time position. Days and hours of work are Monday to Friday for nine hours. Evening and weekend work may be required as job duties demand.

- May at times be required to work from home
- Location: Delhi (preferred)

To Apply please share your updated CV at hr@customer-capital.com with subject line “Apply – Tech Support Lead”