

Technical Team Lead

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Company: IBPO Costa Rica

Location: Costa Rica

Category: other-general

Technical Team Lead

Team Lead

116958BR

Job Description

Technical Team Lead

San Jose, Costa Rica

In the role of Team Lead, you will be responsible for managing the team of 8-12 team members, ensuring effective coaching is delivered to the team members, process compliance, resolution of escalations, knowledge management compliances with the objective to sustained delivery predictability. Meet client and internal commitments on a continuous basis for the specific processes under the purview within the guidelines, policies and norms of Infosys.

Areas of Responsibility including but not limited to :

Leading and coaching team members in a call center environment

Coordinating trainings with the training team to ensure right skill sets are available to support the customer

Interviewing customer service reps based on behavioral and professional competency requirements

Experience working with call center matrices and preparing action plans to improve performance of individuals or team

Implementing career development succession plans for direct reports and SMEs

Monitoring daily weekly monthly dashboards as necessary to ensure compliance of agreed SLAs

Supervising allocation of work to agents without impacting the agreed turn around hand to ensure that commitment on call volume, AHT are met

Resolving escalations in a timely manner in the process to ensure strong customer relationship

Acted as a point of contact for the client and to have experience leading conversations with the client counterparts

Basic Qualifications

Bachelor's degree or foreign equivalent required from an accredited institution. We will also consider three years of progressive experience in the specialty in lieu of every year of education

At least 4 years of related experience in the call center

Preferred Qualifications:

Strong command in English Language, C1 minimum

Strong command on Quality programs that is needed for call center/contact center environment

Technical Support Service Desk experience

Proficiency with technology and how to apply it to solve problems

Confident telephone manner with strong communication skills

Positive attitude to every situation, being proactive both in thought and action

Integrity: Ability to handle confidential information displaying values that enable decisions to be made in fair and honest manner

Quick Thinker: Having the ability to interpret and respond to information using logical thinking to provide an appropriate and timely response

Strong Attendance, performance and adherence to policies are essential for this role

About Us

Infosys BPM Limited, a wholly owned subsidiary of Infosys Limited (NYSE: INFY), provides end-to-end transformative business process management (BPM) services for its clients across the globe. The company's integrated IT and approach enables it to unlock business value across industries and service lines, and address business challenges for its clients. Utilizing innovative business excellence frameworks, ongoing productivity improvements, , , and cutting-edge technology platforms, Infosys BPM enables its clients to achieve their cost reduction objectives, improve process efficiencies, enhance effectiveness, and deliver superior customer experience.

Infosys BPM has 45 delivery centers in 16 countries spread across 5 continents, with 56,541 employees from 107 nationalities, as of December, 2023.

The company has been consistently ranked among the leading BPM companies globally and has received over 60 awards and recognitions in the last 5 years, from key industry bodies and associations like the Outsourcing Center, SSON, and GSA, among others. Infosys BPM also has very robust people practices, as substantiated by the various HR-specific awards it has won over the years. The company has consistently been ranked among the top employers of choice, on the basis of its industry leading HR best practices. The company's senior leaders contribute widely to industry forums as BPM strategists.

EOE/Minority/Female/Veteran/Disabled/Sexual Orientation/Gender Identity/Nationality

Infosys is an equal opportunity employer, and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, spouse of protected veteran, or

disability.

Country

Costa Rica

State / Region / Province

San Jose

Work Location

San José

Interest Group

IBPO Costa Rica

Domain

Customer Service

Company

IBPO Costa Rica

Role Designation

234BTCHTEL Technical Team Lead

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