

Product Support Lead

Description

We are seeking a Product Support Lead to establish and manage our product support function. This is a mid-level, hands-on role for someone with strong operational support experience, who can handle client-facing issues while building the foundation for a scalable support team.

Initially an individual contributor role, the Product Support Lead will grow into managing a small team (2-4 support engineers/agents). The role requires ensuring timely issue resolution, meeting SLAs, and delivering exceptional customer experience through structured processes and clear communication.

Responsibilities

Operational Support Management

- Own the product support function, serving as the primary contact for client-reported issues.
- Manage ticket lifecycles including intake, triage, resolution, escalation, and closure.
- Monitor SLAs and ensure compliance with client expectations.
- Establish and refine support processes, workflows, and knowledge bases.

Client Communication & Relationship

- Communicate clearly and consistently with clients on issue status, resolution timelines, and next steps.
- Provide professional, empathetic, and solution-focused support in all client interactions.
- Escalate critical issues internally while managing client expectations effectively.

Collaboration & Escalation

- Collaborate with Engineering Lead, DevOps Lead, and Testing Lead to resolve complex client issues.
- Provide structured feedback to product and engineering teams based on recurring client problems.
- Track and report on issue trends to inform product improvements.

Team Building & Leadership

- Lay the groundwork for building a scalable product support team.
- Mentor junior support team members as the function grows.
- Define support SLAs, KPIs, and reporting practices to ensure operational excellence.

Qualifications

- 2-4 years of professional experience in technical or product support roles.
- Strong knowledge of ticket handling, SLA management, and issue triage processes.
- Experience with modern support/ticketing systems (e.g., Zendesk, Freshdesk, Jira Service Management, or similar).

Hiring organization

ansrsource

Employment Type

Full-time

Job Location

Bangalore

Date posted

September 22, 2025

- Ability to troubleshoot issues across web applications, APIs, and integrated systems.
- Excellent client-facing communication and problem-solving skills.
- Strong sense of ownership, urgency, and accountability.
- Prior experience in a SaaS or product-driven company preferred.

Evaluation Process

- Interview Rounds: Support methodology, client communication, problem-solving interviews.
- Practical Assignment (Scenario-Based): You are managing support for multiple clients. A major client raises a P1 issue affecting their production environment, while two other clients have open tickets that are close to SLA breach. Prepare a 1–2 page action plan detailing how you would:
 - Prioritize and allocate your time/resources to address these issues.
 - Communicate status and next steps to all three clients.
 - Escalate internally to engineering/DevOps if required, while maintaining SLA compliance.
- (Focus will be on structured thinking, prioritization, and communication clarity.)

Why Join Us

We are growing rapidly, and client satisfaction is critical to our success. Joining us means:

- Building the foundation of a scalable product support function.
- Playing a direct role in ensuring client trust and product reliability.
- Growing into a leadership role with ownership of SLAs, support processes, and team development.
- Collaborating closely with product, engineering, and testing peers to deliver world-class client experiences.

If you are passionate about client success, operational excellence, and scaling support functions, we would love to meet you.

Equal opportunity statement

ansrsource provides equal employment opportunities to all team members and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, caste, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. We respect and support diverse cultures, backgrounds, talents, and perspectives. We believe embracing diversity and creating an inclusive environment will help us grow and succeed as an organization and better serve learners, who are the ultimate audience for all we create.