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# Example of Client Tech Support Job Description

Our innovative and growing company is searching for experienced candidates for the position of client tech support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for client tech support

* Navigate effectively and efficiently through multiple systems
* Possess and demonstrate a high level of professionalism
* Communicate in a clear, concise and professional manner
* Partner with other departments within the organization to fulfill client requests
* Work closely with Treasury Management Sales, Product and Implementation groups
* Track client issues to identify product and process improvements or clients at risk due to frequent problems
* Provide customer training and support on the use of TM Products
* Manage the day to day operations of a team composed by 10 Associates providing phone and e-mail support to 5 different product lines
* Monitor and control metrics, improvement plans and direct relationship with stakeholders and financial institutions who use our services
* Coach associates to adopt best practices and embrace change, develop staff, maintain service levels, drive efficiency

## Qualifications for client tech support

* Blackberry/Rim
* Dell HP and other Desktop Hardware manufactures
* Basic knowledge of internet based applications including Windows, Google, and iOS platforms
* Basic knowledge of internet networks, firewall, security settings, and B2B connectivity
* Ability to multitask in a fast paced environment and perform team responsibilities under pressure
* Responsible for assisting senior ITS personnel with ensuring that all hardware platforms, operating systems, utilities, and related tools and devices are available for successful management of production schedules and service levels