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# Example of Client Tech Support Job Description

Our growing company is hiring for a client tech support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for client tech support

* Contributes to standards and processesaround which others will operate
* Plans for future organizational needs and operations
* Maintain an advanced knowledge of RDC tools and services from both an end-user and technical perspective
* Provide customer training and support on the use of RDC
* Perform data extraction set-ups and troubleshoot failed data extractions as assigned
* Responsible for providing telephone/email/ social media and remote diagnostic technical support of desktops, portables, peripherals and software custom or off the shelf software – industry or proprietary
* Maintains the appropriate level of service metrics and makes modifications as appropriate
* Interfaces with CPS, Field Enablement and Product Development to ensure that high impact problems are identified and resolved
* Establishes clearly defined department / individual goals and impact plans and communicates regularly via department meetings and regular performance planning sessions
* Creates, reviews and modifies procedures, processes and work flows for multiple product teams to ensure maximum performance and improved service to our clients

## Qualifications for client tech support

* Experience working effectively as a team member with minimal supervision
* On projects to ensure the high quality of the delivered software
* Exceptional technical skills (Client platforms, networking, wireless)
* Works with the customer via phone, chat and email
* Stays up to date on new product technology offerings, date knowledge of the industry the competitive posture of the company
* Acts as a technical resource to provide Total Solutions pricing information and quotes