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# Example of Client Tech Support Job Description

Our growing company is looking to fill the role of client tech support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for client tech support

* Industry technology changes to enhance the skill base and maximize rotational opportunities
* Focuses on initiatives to keep associates engaged
* Install, troubleshoots and resolves PC hardware, software, terminal services, Windows operating system, Microsoft Office, VPN software, and printer equipment issues
* Follows corporate processes and standards
* Prioritizes work effort to ensure that commitments made to the Business to deliver services and/or daily operations are met on a consistent basis
* Perform basic server, network, backups and PBX administration tasks
* Changes work behavior as instructed by the supervisor to drive service quality improvements when necessary
* Provide technical assistance to field technicians and installation subcontractors by conducting advanced problem analysis on vehicle tracking units
* Document customer problem information, recommendations, and resolution in a clear and concise manner using the CRM incident tracking system
* Log customer vehicle information into appropriate SaaS and CRM applications

## Qualifications for client tech support

* Assist on multiple business initiatives and assignments
* Those with professional certification from Microsoft/Red Hat/Novell will have an added advantage
* Position requires
* A+ certification - Minimum - DOD Directive 8570 Technical Compliant
* 5 years of experience in computer systems supports
* Air Force AFCS CSA or CST