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# Example of Client Technical Support Job Description

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

## Responsibilities for client technical support

* Prioritize, schedule, and manage case loads of varying quantity for clients
* Act as a liaison between level 3 support associates other subject matter experts and the client
* Providing direct client facing world class support by investigating access, orders, configuration, compliance, and functionality, issues
* Receives and professionally responds to telephone and written requests from external clients (initial and follow-up)
* May handle post-promotion testing, on-call support for urgent requests (including after hours support)
* Participates in service improvement efforts and training
* Provide instructional guidance to CSRs for handling complex issues
* Provide timely feedback to ensure associates have a clear understanding of their current performance, coaching for performance improvement where needed
* Primary point person for any technical issues with Institutional clients
* Work on individual and group projects to build efficiencies, with the opportunity to deliver presentations to senior management

## Qualifications for client technical support

* A minimum of three years experience in a within a custody operations or trade platform placement environment
* Demonstrated technical knowledge of alternative assets (including unlisted unit trusts) and functions around trade placement, confirmation, settlement and accounting
* Knowledge of corporate events and reconciliations with a basic understanding of Accounting and Custody principals
* Business level fluency in English, and Portuguese is required (reading, writing, verbal)
* Bachelor’s degree in business preferred, HS diploma required
* Computer proficiency with strong MS-Office Suite experience (particularly with Outlook, Word, and Excel