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# Example of Customer Service Technician Job Description

Our growing company is hiring for a customer service technician. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer service technician

* Convey a positive and professional appearance and demeanor when communicating the company’s products and services to our customers while maintaining company desired service standards
* Perform preventive maintenance on telecom equipment
* Perform MACs (Moves, Adds, and Changes) on the Mitel Pointspan systems, OEM equipment such as ACD reporting, voicemail, recorded announcement systems
* Supervises the activities of individual contributors performing similar tasks within a shift, group, or department within Global Technical Support
* Accountable for operational results in terms of expenses, budget, performance standards/metrics, customer satisfaction and employees
* Build and maintain accurate customer records
* Coordinate/manage “STAT” order process (check e-kit stock list and send back to customer)
* Assist team members/department as needed to meet workflow deadlines and/or complete miscellaneous projects
* Installs, repairs, tests and modifies line and station telephone equipment for customers using hand tools, power tools, and computer interfaces
* Install, repair, test, and modify line and station telephone equipment for customers using hand tools, power tools, and computer interfaces

## Qualifications for customer service technician

* Applicable qualification in China, or a suitable technical qualification
* High school/Technical school degree with specialization in electromechanical, electric, or equivalent background
* Ability to read and interpret part prints, schematics, technical manuals
* Ability to transport at least 35 lbs with or without accommodation
* This position will require travel to and from customer sites on a daily basis other facilities with occasional long-distance travel
* A significant amount of standing, walking, and lifting, with or without accommodation’s is required for this position