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# Example of Customer Service Technician Job Description

Our company is growing rapidly and is hiring for a customer service technician. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer service technician

* Inspects and identifies property
* Performs shelf life inspections of stock
* Works central receiving activity
* Ability to perform station cabling, telephone moves, adds, and changes (MACS)
* Ability to perform inside plant Main Distribution Frame cross connects
* Ability to read, interpret, and complete Customer Service Orders (CSOs)
* Ability to read and interpret building floor plans and schematics
* Troubleshoot lines from the MDF to the workstations, which may include troubleshooting OSP cabling for bad pairs
* Candidate needs to have a high school diploma or equivalent
* This position requires standing, squatting, bending, working beneath computer floors, above false ceilings, and climbing ladders

## Qualifications for customer service technician

* 3-5 years experience with installation or maintenance of telecommunications voice & data network service & equipment or equivalent education (see "education" above)
* Basic PC / Windows skills
* Basic understanding of IP / Data Networks is a plus
* Bachelor’s degree or 3+ years of experience in a repair or technical support environment
* Technical background with proven software, electrical, and electro mechanical skills as well advanced troubleshooting & problem solving techniques
* Capable of troubleshooting problems down to the component level