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# Example of Customer Service Technician Job Description

Our company is growing rapidly and is hiring for a customer service technician. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer service technician

* Microsoft Word, Excel, Outlook (email) & Power Point required
* Work schedule may require nights and weekends
* Working knowledge of NORTEL/Avaya SL-100 SERVORD is a plus
* Have your own tools a plus (Buttset, Bix & 110 Punch Blade, wire wrap)
* Maryland Electricians License a plus but not necessary
* Additional post high school training or college is a plus
* Understanding how email & email protocols (IMAP, POP, SMTP, ) work is a plus
* Ability and desire to learn, adapt, and grow
* Reading and understanding blue prints and work instructions
* Assemble intricate unites composed of a number of components

## Qualifications for customer service technician

* Excellent written/verbal communication skills & meticulous attention to detail
* Enjoys working in a fast paced multi-task environment
* Ability to interact in person and by phone/email with a global customer base
* Aptitude to understand a diverse portfolio of ocean technology products and parts
* Ability to speak Spanish is an asset
* Must be able to safely use hooks, ladders, and bucket trucks to climb poles