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# Example of Customer Support Technician Job Description

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

## Responsibilities for customer support technician

* Establish baseline configuration of workstations and connectivity software that allows internal customers to effectively do their jobs in the Region
* Install, configure and support desktop hardware and software applications
* Work with Data and Telecom service providers on improvements and situational issues
* Provide Level 1 support for workstations, including handling after hour’s calls as assigned
* Develop and implement processes to effectively deploy, change and move workstations and workstation software
* Follow established procedures for monitoring of systems and problem management
* Work as a member of various Project Teams
* Provide system documentation and training for PC Technicians and Help Desk associates
* Assist in troubleshooting and performing routine maintenance/calibrations on common laboratory equipment such as centrifuges, rotovaps, balances, chillers, vacuum pumps, incubators
* Perform routine/preventative maintenance on more complex laboratory instrumentation such as HPLC, GC, UV/VIS

## Qualifications for customer support technician

* Communicate with providers to
* Communicate with our customers and the gaming community via Social Media and support portals
* An active TS with SCI eligibility and JAFAN eligibility is required
* High diploma required
* Contribute to a positive and productive team-oriented environment
* Familiarity or previous experience working with CRM tools such as ZenDesk, Service Center, SalesForce