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# Example of Customer Support Technician Job Description

Our innovative and growing company is looking for a customer support technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer support technician

* Prime and/or Quality Check of instruments on daily or weekly basis as required
* Manage compound inventory/request system
* Perform metrology calibrations
* Responds to semi-complex second level service calls
* Providing team with backup plan in case of absence (illness, PTO, ), and notifying Executive support teams thereafter
* Daily maintenance of corporate laptops and desktops for local remote employees
* Demonstrated experience in managing challenging jobs with the objectives to mitigate the impact on customer’s building/experience while also minimizing the financial burden on the company
* Be a part of an “Authorized Service Partner” program to include training on company equipment, a “certification process”, and marketing collateral
* Responsible for testing, troubleshooting, repairing, and calibrating highly complex semiconductor fabrication equipment and/or sub-assemblies
* Checks performance of process system, Perform Chamber Maintenance

## Qualifications for customer support technician

* Ability to effectively communicate, both verbally and in writing, whilst following specified process to handle escalated situations where good judgment is required
* Realize incoming goods control (finished products and components) in coordination with logistic teams
* Realize test on new product developments or components coordinating with quality and R&D departments
* Contribute to new product development by sharing feedback and dissatisfaction from customers with project team and marketing
* BAC+2 electronical or electrical degree
* A track record of successful delivery of client projects in a technical capacity