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# Example of Customer Support Technician Job Description

Our company is growing rapidly and is hiring for a customer support 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 support technician

* Provide leadership in problem determination efforts
* Ensure proper direction of the initial call or ticket from the customer, CSC, or Operations Command Center
* Respond to and document all incidents
* Manage engagement of key business stakeholders and resources during the incident management process
* Develop, refine, and document IT policies, processes, and procedures
* Develop and drive initiatives that will improve overall service delivery to our customers and support
* Work closely with Tier II and Tier III teams on escalation of issues
* Engage in continual service improvement opportunities
* Help develop system enhancements
* Acknowledge customer inquiries within 24 hours

## Qualifications for customer support technician

* Ability to clearly communicate instrumentation updates and status orally and in written communication
* Active in lab environment
* The employee will regularly be required to walk, stand, sit and talk or hear
* 3+ years field service experience preferred, demonstrated customer relationship skills
* Strong mechanical skills needed
* English Language plus additional language required