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# Example of Enterprise Technical Support Job Description

Our company is looking to fill the role of enterprise technical support. 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 enterprise technical support

* Recruit and manager resources who can work within the EBU ‘I Am Service’ culture
* Represent EBU Client Services Management on new projects and initiatives
* Oversee communications with customers on escalated matters
* Assist with post incident activities, including coordinating and following through with preventative measures strategy
* Work with various platform teams on upcoming change/maintenance activities to ensure customer impact is kept to a minimum
* Manage a team of people in various locations across Canada (Majority in Ottawa)
* Provide timely phone support for high priority issues
* Analyze, meet deadlines, and problem solve in a product support environment
* Directly support customers with exceptional verbal and written communication, customer service, and troubleshooting skills
* Handles technical problems to provide the most effective resolution, including escalation if necessary

## Qualifications for enterprise technical support

* Bachelors degree in Computer Science or Engineering preferred, or equivalent work experience
* Often under pressure to manage multiple requests/cases with varying levels of importance
* Or technology areas, and are called upon by management to work on specific cases when
* BS in a technical field (CS/EE)
* CCIE in routing and switching or Service Provider/Security/Voice
* 1+ year experience in a customer service or technical support role