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# Example of Operations Technical Support Job Description

Our company is looking to fill the role of operations technical support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for operations technical support

* To maintain a high degree of customer service for all support queries and adhere to all service management principles (ITIL)
* To take ownership of user problems and be proactive when dealing with user issues or infrastructure incidents Hardware et Software
* To take and promote a client oriented attitude, being a team player, with a constructive approach
* Manage complex calls to the relevant teams, in London or any other country entitled to give 3rd level support
* Occasional domestic and international travel might be required to visit problem hospitals, doing competitive product research and/or maintaining customer perspective
* Monitor Customer/Technical support process and procedures
* Diagnose, prioritize, troubleshoot and resolve incidents
* Resolve helpdesk requests Outlook issues, Operating system issues, printer, Standard software, and Antivirus
* Provide training support and instruction
* Own the entire documentation set, including the documentation architecture, writing, editing, testing accuracy, and deployment

## Qualifications for operations technical support

* Experience or understanding of Programming or Code development type of tasks
* Proven experience in Lean Six Sigma or Continuous Improvement
* Demonstrated service management experience
* Demonstrated team-building and coaching skills
* Proven ability to quickly earn the trust of stakeholders and to mobilize and motivate teams
* Ability to understand and ethically navigate the organizational dynamics and company culture