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# Example of Representative, Technical Service Job Description

Our company is hiring for a representative, technical service. 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 representative, technical service

* Receive and process customer calls and emails, providing technical assistance, support and follow-up
* Record daily calls and all appropriate information
* Assist with calls regarding product discrepancies, document appropriately and follow-up where necessary
* Notify customers of Quality Systems field notifications
* Provide proactive technical support to customers requiring special handling from an assigned region(s)
* Interface frequently with other departments to provide seamless support to customers and the field sales organization
* Optimize sales performance through a partnership with the Customer Care Representative, the Customer and Field Sales
* Assist with calls from Field/Internal Sales Representative(s)
* Provide in-house personnel with information on product requests and other competitive activity
* Work with Product Managers to keep product information up to date, and to keep Technical Service Department informed of product up-dates

## Qualifications for representative, technical service

* Provide business, technical, product knowledge and address product related questions and technical challenges in support of post sales activities in order to ensure customer satisfaction until resolution is reached
* Knowledge of JavaScript, HTML, CSS, APIs, SDKs
* Knowledge of remote access products, VPNs, routers, firewalls, proxies, traceroutes and/or PingPlotter, VoIP and networking configurations
* Knowledge of general software development processes, ability to communicate effectively with customers, partners and department colleagues
* Demonstrated ability to build and maintain positive relationships, team objectives and owning the customer experience to the highest satisfaction until resolution
* The individual will be self-motivated with a strong desire to deliver results in a fast-paced high call-volume environment