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# Example of Support Tech Job Description

Our company is growing rapidly and is hiring for a support tech. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for support tech

* Desktop, Laptop and Handheld HW and SW device installation, configuration, support and troubleshooting
* Mobile Device Support, IPhone, IPAD, Droid , Symantec AV, Security/Patch Updates, and OSD for imaging of computers
* Second level support for remote users broadband, cable and VPN connectivity
* Operational requirements and are typically 25-40 per week
* Experience using, troubleshooting and administering Microsoft Server and Desktop operating systems, Backup, AV and Security software
* To follow the implementation of the strategies designed with the Technical & marketing manager in order to achieve sales target
* To provide technical training of the local team on our products & associated diseases
* To follow up and inform about competitors action and market evolution
* To organize local seminars and roadshows in coordination with the distributors
* To promote BIAH products and services

## Qualifications for support tech

* Familiar with (RCA) Root-Cause-Analysis troubleshooting techniques
* Open to 24/7 oncall support and/or late night/overnight shifts
* Strong communication, troubleshooting and collaborative skills
* Online brokerage experience preferred
* Must be able to read and perform inspections using the assembly instructions and engineering drawings
* Must be proficient in the use of all configuration tools such as PDM and Microsoft Access database files