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# Example of Support Tech Job Description

Our innovative and growing company is looking to fill the role of support tech. 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 support tech

* Troubleshoot utilities and handle desktop deployment and Basic network technology concepts
* Responds to customer requests received via the Service Management application
* Fulfills requests of moderate to high complexity
* Interacts with the customers in a courteous and professional manner
* General knowledge of Service Level Agreements (SLAs) and always works within those metrics
* Maintains contact with help desk in order to retrieve and close calls in a timely manner
* Maintains records of all installed PCs, peripherals and repairs and document this on call ticket in a timely fashion
* Provides a assistance to PC users in the care and use of their equipment and resolution of their problems
* Diagnose and repair PC systems and peripherals
* Record use of inventory and communicates this data to Support Manager in order to maintain proper par levels

## Qualifications for support tech

* Technology Standards, Policies and Procedures
* Candidate must have an Active DOD Secret Clearance at time of hire
* Candidate must be willing to work all shifts (1st, 2nd, or 3rd)
* Extensive knowledge of existing Radar or Electronic Warfare (EW) systems
* Direct experience with Radar System and subsystem (Transmitter, Receiver, Antenna, Signal/Data Processor, Power Supply, ) evaluation
* 2+ years of experience in a tech support role