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# Example of Support Technical Job Description

Our company is looking to fill the role of support technical. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for support technical

* Keep clients updated throughout case life-cycle
* Follow all policies and procedures for managing and escalating customer issues to reduce resolution times
* Interface with product support and development groups
* Work with 3rd party service providers
* Perform break fix activities affecting customer sites remotely and arrange for on-site dispatches when required using global consistent methodologies and tools
* Provide expert technical support for problem resolution, including reproduction of customer issues
* Provide high-quality technical advice to internal stakeholders and 3rd party engineers
* Maintain client-site documentation
* Provide feedback to development and qualification teams
* Escalate major, elusive, and recurrent issues that are impacting clients

## Qualifications for support technical

* Flexibility in work schedule and availability is a must
* Respond to direct customer inquiries on the phone or through e-mail to provide support on SPT desktop software or PortfolioCenter Hosted
* Fully demonstrate the ability to work with client's Advisor Services Sales in attracting and maintaining assets
* Certified Outage Technical Manager” (COTM) ensures outage situations are documented per guidelines to meet
* Engage additional support level within a predefined time frame and collaborate with them, as needed, in order to resolve
* Technical Expert on TSS Products with >3 years’ experience