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# Example of Support Technician Job Description

Our growing company is searching for experienced candidates for the position of support technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for support technician

* Complete daily timecards thoroughly and accurately
* Learn to document steps accurately and legibly
* Perform any other duties as required by the supervisor or lead persons
* Functions as a direct interface between the IT Department and the user community
* Provides maintenance to the Avaya and Cisco PBX and Voice Mail systems
* Liaise among stakeholders in order to document failure modes and usage of the troubleshooting tools train others in the group how to utilize these tools for remote troubleshooting
* Log detailed reports documenting customer problems and other related situations, handle other administrative responsibilities
* Sterilize and/or remove used laboratory materials (e.g., eggs, culture tubes, waste)
* Production of prototype equipment and any specialist equipment where necessary to assist in the support and development roles
* Working offsite which will require extensive travel in the UK and abroad

## Qualifications for support technician

* Thorough understanding of Desktop computing environments
* Understanding of VLAN concepts
* Knowledgeable with VoIP and Wifi devices
* High School Diploma along with 2 years of general work experience and one year of related experience required
* Minimum of (2-4) years of job related experience with an understanding of Telecommunications fundamentals
* Proficient in the administration, maintenance and support for All Avaya’s PBX / Voice Mail platforms