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# Example of Tech Support Job Description

Our growing company is looking for a tech support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for tech support

* Working closely with peers, having a positive attitude and being able to succeed in challenging situations
* Supporting the installation, repair and maintenance of complex Groupware systems
* Collaborating on projects, helping peers and improving our working environment
* Be on the front line resolving technical issues and working with our global support team to provide industry-leading technical support for our Cloud Suite of Products
* Provide our customer’s level-1 support teams with assistance in problem resolution by providing answers and troubleshooting for our customer base by taking customer support calls, answer on-line chat, and respond to support portal tickets in a timely and professional manner
* Knowledge of a typical Service Provider process and systems works, the needs of their end users, and an understanding of the Software as a Service (SaaS) business model
* Proven troubleshooting methodology with strong analytical skills with a desire to understand the ‘why’ not just the ‘what’ or ‘how’ and strong attention to detail
* Energetic and self-motivated, with a positive outlook to make suggestions and work with the team to build customer confidence and make continuous improvements of our support processes and tools
* This is a dynamic work environment and flexibility is required to multitask, manage change and thrive in a fast paced environment
* Supervises representatives that are answering Customer Technical inquiries, primarily over the telephone, e-mail, chat, or online

## Qualifications for tech support

* Engineering or technical background is a must
* Management of Business Administration (MBA) is a plus
* High School Diploma, GED, and/or equivalent work experience required
* Must have experience and knowledge within the Hosting industry
* Knowledge of CMS systems such as Wordpress, Joomla, Drupal preferred
* Adhere to work schedules in which timed lunches and breaks are predefined