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# Example of Tech, Tech Support Job Description

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

## Responsibilities for tech, tech support

* Update asset tracking inventory in accordance with work instructions
* Provides remote support for internal and external customers using Landesk or Team Viewer
* Provides phone support in a professional and courteous manner
* Provides support services for conference and training rooms, including first level AV support
* Completes assigned tickets in timely manner within the agreed SLAs
* Ensures customer satisfaction with every interaction
* Keeps customer informed of issues and provides status updates in ticket tracking system
* Assists Network Engineers in debugging network and application issues as required
* Provisions workstations using Landesk for computer deployments
* Complete onsite and remote technical support for internal and external customers

## Qualifications for tech, tech support

* Strong oral and written communication skills, the ability to present to senior audiences
* Is typically more proactive vs
* Bachelor’s degree in Engineering or Automotive Technology preferred or equivalent work-related experience
* Hands on automotive experience and ASE Certification strongly preferred
* Experience with the Ticketing system – Preferred
* Experience with Windows Operating Systems – Preferred