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# Example of Tech, Tech Support Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of tech, tech support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for tech, tech support

* Log and manage TrackIt tickets
* Assists and support requests from Developers, System Admins, Operations and DBAs
* Continuously reviews, recommends and implements improvement steps, as needed or directed
* Seeks supervisory guidance/approval as appropriate
* Practices ethical conduct
* Meets acceptable attendance and punctuality expectations (excluding FMLA)
* Work and resolve problem tickets from the user community
* Imaging and deployment of workstations and other devices to support new users, moves, IT projects or other initiates as needed
* Computer Management.Install and configure computers, monitors and related hardware required for new installations and office reconfiguration
* Customer Service.Act as a liaison with end-user computer customers

## Qualifications for tech, tech support

* Prefer technology degree or experience
* Strong at collaborating with peers next support level teams
* Strong troubleshooting skills and experience in applications such as process monitor, process explorer, Wireshark
* The ability to speak either French or German and English fluently and have excellent written communication skills in both languages to communicate effectively with worldwide customers is required
* Working knowledge of TCP/IP and other network services
* Experience with SCCM, SCOM or similar application