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# Example of Tech, Tech Support Job Description

Our company is growing rapidly and is looking to fill the role of tech, tech support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for tech, tech support

* Engineers should leverage all assets available to them in a timely manner to architect strong customer partner experience outcomes
* Engineers should focus more on delivering great experiences and resolving customer issues as opposed to pursuing goals/targets
* Provide support for the functionality and features of all Sorenson products and services
* Identify, investigate, document, and recommend solutions to reported issues
* Act as the point of contact for customers, consultants and partners
* Triage all incoming case requests coming via the web and phone
* Provide phone, chat, and email assistance to customers, consultants and partners on the usage of products and layered components, such as data transformation tools and report writing tools
* Researches, analyzes and troubleshoots to diagnose and resolve technical problems
* Install and configure the product suite to recreate issues and analyze for root cause
* Proactively communicates client status, concerns and issues to appropriate management team

## Qualifications for tech, tech support

* Experience with support of technical users
* Experience with support of executive users
* Moderate knowledge of product lines with technical knowledge
* Experience with web navigation required
* Bachelor's degree (B A) in Computer Science or Information Technology or 3-5 years equivalent work experience required
* Three years of experience as a lead or higher in a call center environment required