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# Example of Technical Customer Service Job Description

Our company is searching for experienced candidates for the position of technical customer service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technical customer service

* Provide problem resolution support to clients including identification, troubleshooting and resolving online client experiences
* Serve as a liaison between clients and technology teams to coordinate resolution
* Develop expertise in all systems and processes related to the online client experience
* Effectively manage a high-volume call and case load
* Provides answers to clients during tech calls by identifying problems
* Works with clients to process returns and replacements
* Improves client references by writing and maintaining documentation, updating customer information
* Assist clients with shipping quotes and updating shipping information
* Process order entry and parts check in for client interactions
* Maintains excel spreadsheets and filing

## Qualifications for technical customer service

* Prior experience working with US customers is an advantage
* Relevant technical degree, (Computer Science, IT – an advantage)
* Flexible working time (mandatory that the person is ready to work as a team with others supporting different shifts as per the business need)
* Learn the product and become an expert to solve maximum calls remotely for L1 support
* Associates degree in Computer Science, Computer Information Systems, or an electronics technology discipline
* Previous experience of a customer service orientated environment ideally in a contact centre handling complaints and difficult technical escalations