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# Example of Technical Support Advisor Job Description

Our company is growing rapidly and is hiring for a technical support advisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technical support advisor

* Plan, design & develop a CH148 In-Service Support Training program for L-3 MAS MHP Program employees, external MH Team members and DND WSM & 12 Wing personnel
* Select and use appropriate training methods per case (simulations, mentoring, on the job training, professional development classes )
* Responsible for product installation activity
* Provide technical assistance for installation and start-up, maintenance and warranty
* Provide technical knowledge of the products for their first start-up
* Write technical reports, manage materials / equipment for customer requested work scope, provides job status reports, and submits time sheets and expenses
* Proactively negotiate with customers
* Provide technical advice and datum points for setting up and machining of parts to be reworked or retrofitted to existing machinery
* Advise customers on startup and operation procedures and parameters
* Provide operational trouble shooting surveys to help customer identify problems

## Qualifications for technical support advisor

* Ability to think outside the box and include other stake-holders effectively, utilising those relationships to provide the quickest possible resolution and best possible customer service
* You should have a proven ability to design and optimize business processes and to integrate business processes
* 85% in written and spoken German and +80% Spanish
* Specialist Expertise - Basic technical skills and knowledge
* Strong interest in home/consumer electronics
* Interest in technology and the willingness to learn