Downloaded from <https://www.velvetjobs.com/job-descriptions/technical-support-advisor>

# Example of Technical Support Advisor Job Description

Our company is searching for experienced candidates for the position of technical support advisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for technical support advisor

* Work with L2 support team to resolve technical issues
* Coordinates with Engineers in USA and France to resolve technical issues and improve or solve reliability issues with equipment and machinery
* To identify areas of risk to KPIs and raise with operational management to take action to eliminate, reduce or transfer the risk of failing SLA’s
* Review and action appropriately tasks returned in a timely manner
* On a daily basis (by 4pm) allocate internal resource jobs for the next day to include both PPM, Quoted and Breakdown Tasks
* Ensure assignment of correct skill-set and develop knowledge base based on outcome
* Contact Engineers regarding emergency and urgent jobs
* Escalate non-standard or queries to the Team Leader
* Knowledge of SLA’s and KPI’s in line with the contract
* Effective communication with the Engineers, Supply Chain, Contract & Operations Management Teams

## Qualifications for technical support advisor

* Must obtain passing assessment score
* Ideal typing score is 25-30 WPM and 80-85% accuracy
* A good working knowledge of automotive engines and mechanical equipment / processes and their lubrication requirements
* Engineering, formulation and application knowledge
* Knowledge of Lubricants, Fuels and industry specifications
* Strong teamwork and interpersonal skill essential