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# Example of Technical Support Advisor Job Description

Our growing company is looking for a 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

* Support vigilance procedure
* Identifying potential Professional Services or Premium Support Services arising from customer interactions
* Documenting known issues and solutions in the Knowledge Centred Services (KCS)
* Proactively conveying customer feedback to your line manager as and when received
* Basic knowledge and hands on experience of windows server operation
* Should be familiar with Trouble shooting tools and techniques such as windows event viewer, debug viewer
* Prior work experience in supporting Customers on a Treasury and Capital Market product is preferred
* Prior work experience in IT department of FX and Treasury Operations would be preferred
* Exposure in Banking projects/ Financial Domain will be an advantage
* Any Technical certifications will be a plus

## Qualifications for technical support advisor

* Recent and relevant experience of national, sub-national, and school-level education sector issues, including regional perspective
* Experience of sectorial planning and reporting arrangements, including working in professional teams and use of results frameworks, logical frameworks and work planning arrangements
* Formulating strategy and concepts
* Excellent interpersonal, mentoring, facilitation and communication skills
* Able to work to meet deadlines
* Computer literacy and presentation skills