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# Example of Technical Support Associate Job Description

Our growing company is searching for experienced candidates for the position of technical support associate. 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 associate

* Attend and actively participate in 1-2 technical trainings, per year
* Mentor Associate Technical Support Specialists to improve their hardware skills, their understanding of and comfort in discussing company products and services with customers
* Provide 1-2 in-house technical trainings, per year, to Associate Technical Support Specialists
* Manage mobile device inventory, ensuring that returned devices are wiped and correctly recorded into inventory
* Provide guidance, assistance, coordination and follow up on client questions, problems or malfunctions of all systems applications, hardware and software installed or maintained by IT
* Respond to client staff's inquiries concerning support, processing or request procedures, systems status and network connectivity, and a variety of hardware and software problems of all installed application hardware and software products supported by IT
* Record inquiries, repair and service requests, resolve or direct requests to appropriate technical area or vendor, track status and follow up to ensure client satisfaction
* Consult with senior staff when solution is unclear
* Report problems with procedures and make suggestions for improvements
* Researches and pursues relevant training opportunities to ensure a broad awareness of current and emerging technical solutions

## Qualifications for technical support associate

* Basic knowledge of Windows Server 2008 and file shares
* Windows 2003/2008 Active Directory for user account creation and maintenance
* Demonstrated proficiency in communicating complex and technical information clearly and concisely in language and terminology that fits the needs of the customer
* Fundamental understanding of Internet connectivity, networking terminology, web (HTTP) and e-mail (POP/SMTP) protocols
* Proficient in various operating systems including Mac(Apple), Microsoft Office with working knowledge of Windows 98, ME, NT, XP and e-mail systems such as Exchange, Notes or GroupWise, Windows 7 and Vista
* Ability to diagnose, troubleshoot and resolve complex data/cellular issues