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

# Example of Technical Support Consultant Job Description

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

## Responsibilities for technical support consultant

* Providing support for internal and external customers
* Prioritizing, categorizing, managing, and solving customer reported problems
* Obtaining information to write a thorough, detailed problem description
* Reviewing written documentation
* Recording and managing confirmed software defects
* Providing product feedback to development and marketing
* Building relationships with appropriate groups and individuals inside and outside Technical Support
* Providing both formal and informal training to Technical Support staff on usage topics
* Assignments will be varied
* Conduct technical incident reviews for customers, perform health checks, organize webinars to the customer base on new features introduced in AES software, document the technical issues as solutions

## Qualifications for technical support consultant

* Knowledge of database concepts such as SQL locks, deadlocks, indexing
* Bachelor's degree in statistics, econometrics, or a closely related field
* At least an Associate’s Degree in Engineering, Technology or related discipline or equivalent military experience
* Fluency in English and French a Plus
* Passion for providing phenomenal customer service every day
* Ability to work in a dynamic, global environment and have a high level of aptitude and interest in technology