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# Example of Technical Support Consultant Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of 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

* Uses proactive monitoring procedures to identify problem prevention opportunities
* Provide first tier support to customers primarily in Japan through internal Ticket System
* Champion customer needs internally with engineers in Customer Support, Network Operations, IP engineering, and third party vendors to facilitate problem resolution
* Manage trouble ticketing queues for support issues
* Monitor customer solutions for connectivity, system health, and performance alerts
* Perform basic analysis and troubleshooting of network and computer system problems associated with customer solutions
* Provides status to Shift Supervisor regarding the availability and timelines associated with customer service and support issues
* Handling incoming phone calls, emails and online chats from our customers in a timely and professional manner, regarding a variety of IT issues such as email problems, operating system queries, password resets and specific software problems, to name a few
* Ensuring users will be dealt with in a timely manner and dealing with existing cases promptly
* Provide problem solving and technical support for campus-supported Windows and Macintosh desktop hardware and operating systems in a large networked environment, including domain-controlled desktops

## Qualifications for technical support consultant

* Be a confident communicator (both written and oral)
* Proven influencing skills that utilise a variety of styles managing stakeholders at a senior level
* Have good time management skills with the ability to prioritise key tasks, meeting delivery timescales and stakeholder expectations
* 4 - 6 years of experience working as a technical consultant directly with printers
* Printer case management and ownership-evaluating printer issues, diagnosing printer related
* Knowledge of Windows Server troubleshooting, virtualization