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# Example of Technical Support Representative Job Description

Our company is looking for a technical support representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for technical support representative

* Remains current on changes in policies, procedures
* Update and maintain service call records and customer information as outlined in Service Operating Procedures, SAP call records
* Perform implementation reviews, troubleshooting and ensure the prompt and proper resolution of technical challenges
* Guarantee the technical aspects of a partner's integration (both new and ongoing) by providing necessary documentation and technical guidance
* Program manage technical aspects of the partner integrations
* Own the customer issue to resolution, escalating when appropriate
* Keep SFDC updated, call reports, account details
* Participates, assists and recommends solutions with Senior Tech Support on projects
* Consequences of error carry moderate risk to the organization
* Central point of contact for internal and external Customers for questions, problems or information pertaining to technical issues

## Qualifications for technical support representative

* Someone who is secure in their ping-pong playing abilities
* Someone who possesses infinite patience and devotion to those he/she serves
* Comfortable with a flexible work schedule
* Experience with support, training and installation of POS systems Good working knowledge of LinuxAbility to speak fluent English
* Expected to be knowledgeable in and understand the linkage between assigned activities and project goals
* Continuously strive to meet or exceed customer expectations