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# Example of Technical Support Specialist Job Description

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

## Responsibilities for technical support specialist

* Setups user access to systems and/or services
* Troubleshoots and diagnoses problems
* Support the installation, configuration, security, operation, and maintenance of all servers, equipment, and software related to QlikView or other platform infrastructures
* Support the current infrastructure and application development teams, participate in discussions regarding the strategic roadmap for various platforms
* Maintain and administer platform servers, including daily utilization monitoring, capacity planning, troubleshooting, and performance analysis and tuning
* Oversee the server infrastructure, user access and application deployment
* Planning and implementation of service packs and updates of servers
* Creating and maintaining documentation for infrastructures, deployments, and service specifications of supported technologies
* Research and Maintenance for POS and Payment Gateways Supported
* Deployment Rollover

## Qualifications for technical support specialist

* Must work assigned schedule in order to provide support for end-users
* Willingness to travel to the satellite offices if required
* Lotus Notes & Domino experience a plus
* Ability to build, configure, deploy and trouble shoot the desktop/laptop/printing/blackberry environment (Wintel and Mac)
* Experience of infrastructure hardware support - including NetApp, Juniper, HP Servers and Cisco
* Experience with AV (Cisco,Tanberg, Crestron), Voice over IP and IPTV technologies are desirable