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# Example of Technical Support Specialist Job Description

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

* Create Customer Complaint or Compliment forms as needed
* Complete technical writing for user manuals and other projects as assigned
* Spot trends and feedback data to Engineering to continuously improve products
* Provide technical support for how our test tools interface with a PC
* Maintain software programs and lists for customer care and web updates
* Provide quality service to clients and establish win-win relationships with the client and our business
* Educate our clients on new product features or additional services to help their business succeed and grow
* Answer skill based questions via phone, chat, email, and web programs
* Tend to client escalations and deep dive with our clients to help them find answers
* Perform Demo calls for new hires and assist with peer mentoring/training

## Qualifications for technical support specialist

* BA in Computer Science, Management Information Services, or equivalent experience required · At least two years of experience in a Technical Support field, troubleshooting software problems · Variable Data Publishing (VDP)
* Experience in working in a business environment
* Eagar attitude with enthusiasm to learn new skills and technologies
* To be ‘thrown into the deep-end’
* Demonstrate the ability to support both a Mac and PC within an Active
* Knowledge of computer, network systems and cloud