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# Example of Technical Support Specialist Job Description

Our growing company is looking for a technical support specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for technical support specialist

* Diagnose and provide path to resolving inquiries
* Accurately log all customer interactions in data management system
* Achieve Call Center Metrics including call handle time and customer satisfaction scores
* Performs other related duties and assignments as required and as assigned by supervisor or
* Responsible for in field technical support aligned with key segment focus in Mining & Construction
* Product Technical support
* Participates in key industry associations that are aligned to target segments
* Works across channels and customers
* Ensure continuous improvement at customer sites
* Improves customers' total cost of ownership and equipment availability

## Qualifications for technical support specialist

* Customer service experience (nice to have)
* Fluency in English and Japanese is required
* Technical Support or Customer Service experience is an advantage
* Energy industry experience or background in Technical Support or call center environment preferred
* Understanding of distributed generation and/or energy storage systems preferred
* Willingness to learn about new and innovative technologies