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# Example of Technical Support Staff Job Description

Our innovative and growing company is looking for a technical support staff. 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 staff

* Capture and share knowledge
* Generate Knowledge Base entries
* Develop and facilitate formal OJT IFE training to Tech Ops personnel, outstation maintenance vendors and In-flight crews
* Oversee all IFE equipped aircraft in addition to assisting Panasonic maintenance, Panasonic Engineering and Tech Support in troubleshooting IFE system Chronics and discrepancies
* Create and report monthly IFE Reliability Report to measure IFE performance for all IFE systems
* Create BIT to proactively minimize IFE malfunctions / impact
* Oversees and assigns workload for EWR Media & Software lab
* Provides technical assistance on media loaders / IFE equipment
* Interacting with customers via phone and email, utilizing the Salesforce Customer Service Application
* Providing Level 2 technical support to customers, ensuring timely, quality initial and follow-up responses

## Qualifications for technical support staff

* Work closely with Engineering and identify points of contact in the relevant engineering teams for each technology area
* Innovation and creative thinking to challenge the status quo
* A deep technical understanding of AirWatch & Workspace ONE
* Advise management on resource needs and skills requirements within vTSU to keep pace with the cadence of AirWatch releases
* 3-4 years’ experience with AirWatch (in a support or engineering capacity)
* Minimum 6 years of experience developing, testing, and delivering high quality software and systems