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# Example of Technical Support Tier Job Description

Our company is hiring for a technical support tier. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical support tier

* Provide exceptional support for our applications and associated services
* Answer phone calls, chat and emails to troubleshoot issues customers face when using DocuSign products, including account access, setting up templates, sending documents, billing, etc…
* Meet and exceed your service level goals
* Achieve ~ 90% or higher on closed case surveys
* Achieve 10% or less for call abandonment rate
* Promote DocuSign products and services to customers and prospective customers by consulting with the customer and evaluating their service and support needs
* Uncover sales opportunities and pass them over to Sales Team or close them as appropriate
* Deliver informal product training to prospects, customers and fellow employees
* Act as a Subject Matter Expert for Advanced DocuSign Features, such as our APIs, DocuSign Connect, Powerforms, Templates ,Embedding signing, Docusign For Salesforce
* Act as interface between Support and Engineering/Development

## Qualifications for technical support tier

* Proven technical understanding of Microsoft software, SQL, BizTalk, SharePoint, and IT systems
* Prefer bi-lingual skills (Spanish/English)
* Outstanding Customer Technical Support
* Solution Driven Results
* Extensive troubleshooting and testing skills
* Ability to effectively prioritize and escalate customer issues as required, being able to multi-task and perform effectively under pressure