Downloaded from <https://www.velvetjobs.com/job-descriptions/technical-support-tier>

# Example of Technical Support Tier Job Description

Our company is searching for experienced candidates for the position of technical support tier. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical support tier

* Should have a passion for technology and troubleshooting complex customer problems
* Addresses and resolves issues and requests
* Assisting the team in achieving set targets such as First Time Fix
* Ensure that change management are supported technically through implementation of changes or customer work and that appropriate charges are raised
* Respond to all inquiries for technical support within defined service level agreements
* Lead partner through diagnostic procedures by listening to and providing instructions
* Document service activity by recording clear, concise, accurate, and detailed case notes for every partner interaction
* Create high quality and consistent partner and staff written communication
* Identify the root causes of incidents and determine whether incident is caused by improper procedures or by a programmatic error
* Perform other duties as assigned to ensure success of the team and the organization

## Qualifications for technical support tier

* Strong knowledge of troubleshooting computer networking issues, including firewalls and permissions, background in computer hardware, including printers, scanners, and mobile devices (phones/tablets)
* Required experience with HTML/CSS/JavaScript
* Knowledge of protocols (TCP/IP, PPP)
* Knowledge of protocols (TCP/IP, OSPF, Frame Relay, PPP)
* Minimum one year of experience in PC and Macintosh hardware and software and internet technology
* Excellent listening, analytical, verbal and written communications skills and interpersonal required