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# Example of Technical Support Tier Job Description

Our company is looking to fill the role of technical support tier. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for technical support tier

* Responds to all inquiries for technical support within defined service level agreements
* Monitors production systems and data delivery tools for stability and troubleshoots problems as needed
* Escalates unresolved problems to Tier 2 technical staff
* Receive and acknowledge issues from customer base or identify issues
* Perform Case qualification, verify problem/analysis and confirm prioritization with customer base
* Identify and verify the impact of various alternatives on local or regional systems/processes
* Define interim strategies or workarounds and facilitate communication to user community through defined processes
* Engage all appropriate parties to address escalated issues
* Drive the implementation of the solution
* Utilize root cause codes on all cases to identify trends, gaps, training

## Qualifications for technical support tier

* 1 year of working experience in a network support role, supporting networks either on site or via phone
* Proficiency with Microsoft Office programs (Outlook, Excel, Word, Visio)
* Extensive troubleshooting and testing skills analytic, be able to narrow down on a problem, use documentation, tools, etc to troubleshoot
* Big Data, NoSQL knowledge is a plus ITIL knowledges
* Ability to handle conflicting priorities and triage accordingly
* Experience supporting SaaS