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# Example of Technical Support Tier Job Description

Our company is growing rapidly and is looking for a technical support tier. 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 tier

* Attend weekly Tech Sync meeting with engineer PMs to review new and track status on existing issues
* Work within the service center ticketing system to ensure that issues and requests are resolved or escalated per established Service Legal Agreements
* Be a member of the Customer Support team located in multiple locations .Act as the subject matter expert for assigned products/service offerings and participate in knowledge creation and sharing to all team members and to our customers
* Responsible for the execution of new capabilities within the Product Insight organization, address escalation of issues from our Sales and Technical Support specialists that handle internal and customer issues, including occasional support on customer calls/emails for technical issues, and take ownership of escalated issues as appropriate
* Manage inbound feature requests, identifying business needs and support
* Work with Product teams to make sure that new services and features can be effectively supported including testing new features before, during, and after release to all accounts
* Participate in a BugJam, partnering with Product to test upcoming features
* Work with release team on monthly releases, participate in QA when as appropriate, verify post-launch functionality and fixes
* Handle inbound customer repair request via phone, portal, email, and network monitoring tools
* Manage ticket queues

## Qualifications for technical support tier

* Flexibility in schedule and accessibility outside of work hours to address questions or concerns
* Minimum 1 year experience in a network operations, technical support environment or customer service role required
* Experience with network security to include packet sniffing, firewall configuration and SSL-based secure communications
* Windows SQL Server 2003/2008 installations, integration and configuration experience is desirable
* Experience with logging systems (i.e., Syslog, Windows Event Log)
* English and Italian is required