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# Example of Technical Support Job Description

Our company is growing rapidly and is hiring for a technical support. 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

* Customer satisfaction will be top priority
* Will provide customer assistance by repairing, advising on the repair and use, and factory repair of API analyzers and associated equipment used in their operation
* Works on assignments that are semi-routine in nature but recognizes the need for occasionally deviation from accepted practice
* Electronic troubleshooting and resolving problems in both software controlled Analog and Digital surface mount circuit boards
* Responsible for solving start-up and calibration problems in production for all TAPI products
* Daily ad-hoc support to our customers and partners, which can include occasional on-site visits
* Commissioning in cooperation with customer of VAPA, Fire Panels and Management systems
* Products’ fault tracking
* Deliver trainings to customers
* Create and update training material

## Qualifications for technical support

* Thorough knowledge of Microsoft Access, Excel, Power Point and Word programs
* Thorough knowledge of Auto CAD and Visio drawing programs
* Bachelor degree or above, more than 2 years' experience in client server
* Bachelor degree in Computer Science or equivalent, or above
* Familiar with Notes/Domino/Sametime/Traveler/Connections etc Lotus related products is a great plus
* Strongly oriented to the customer, results-driven achiever