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# Example of Technical Support Job Description

Our growing company is looking to fill the role of technical support. 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

* Experience replacing dated hardware
* Respond to all requests for technical assistance in person, via phone, or electronically
* Track, route, document requests in Service Portal
* PC support and troubleshooting knowledge
* Track and maintain IT inventory/assets in Service Portal
* Handling technical drawings
* Manually converting technical drawings into picture format
* Measuring production parts
* Cooperating with the functionally connected departments
* Resolve technical support and customer service issues received through VP, email, telephone and other contact methods

## Qualifications for technical support

* Closely monitor and analyze trends, product and service related issues, and offer recommendations for management, product and service improvement
* Troubleshooting basic Windows OS problems on both Desktops and Laptops
* Ability to troubleshoot basic Microsoft Office products like installing and application errors
* Understanding of C language, C++ or C# is an advantage, embedded design
* Proven oral, written and interpersonal communication skills
* Troubleshooting basic Microsoft Office products like installing and application errors