Downloaded from <https://www.velvetjobs.com/job-descriptions/technology-support-specialist>

# Example of Technology Support Specialist Job Description

Our company is growing rapidly and is looking for a technology support specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technology support specialist

* Take ownership and responsibility of queries, issues and problems assigned to the support specialist
* The duties requires that the support specialist correctly records work requests
* Ensures that supported customer accurately completes the approved work request with the date and time of submission
* Develop technical knowledge of each system within company profile and specialized knowledge of certain nominated areas
* Ensure that there is sufficient support to clients and provide friendly customer service end users
* Provide first-level technical support to end users via various modes (e.g., email, log me in) for Echo’s 2,500+ employees nationwide
* Ensure timely resolution of IT requests by prioritizing and handling tickets from open to close, researching technical issues, escalating issues and documenting resolutions
* Troubleshoot and support all Echo employee hardware including windows-based desktops, laptops, Tablets, Smartphones, projectors, telecom handsets, headsets and A/V equipment
* Gather workstation requirements and perform, imaging, profiling and assembly/disassembly of workstations for equipment refreshes and on/off-boarding requests
* Advocate for the interests of end users within internal IT communications and meetings

## Qualifications for technology support specialist

* Printer certification
* Knowledge of Java, Perl, shell scripting
* A good working knowledge of Windows XP and the Office 2003 / 2007 suite of applications required
* Higher Diploma holder in Information Technology or relevant disciplines
* Minimum 2-3 years of relevant experience in technology support, preferable with experience in operating open system platforms
* Independent with logical thinking