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# Example of Technology Support Job Description

Our innovative and growing company is looking for a technology 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 technology support

* Follows training plan for Executives and their team
* Ensures new solutions are documented in the KB to increase First Call Resolution
* Ensures all projects assigned to them are completed in a timely manner
* Escalates higher level issues to application, operations and infrastructure support teams for additional research and troubleshooting when a resolution cannot be established in a reasonable timeframe
* Follows the after-hours on call rotation schedule in order to provide emergency support for our customers
* Ensure that product finalization and maintenance is aligned with business strategy
* Support Team GSC
* Maintain integrity of product line and formulate new final products from prototypes developed by Global PD
* Create and conduct initial field testing of finalized product
* Perform and document appropriate lab tests to generate technical data and analytical information relating to product performance for new formulas and raw materials

## Qualifications for technology support

* Customer questions will be responded also assistance on 1st confirmation of hardware
* Ability to interact with all levels of leadership, both within and outside the organization
* Comfortable in high stress/high profile environment and ability to determine when to escalate issues to management
* Ability to stay current with paperwork, documentation and information on latest technologies
* Detail oriented and organized with the ability to work on multiple projects concurrently
* Punctual and able to meet commitments and deadlines