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# Example of Tier Support Job Description

Our company is looking for a tier support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for tier support

* Provides guidance and supervision to lower level technicians
* Some shift work or after-hours may be required
* Communicate critical updates to stores, IS teams and senior management via both written and verbal formats
* Provide Tier 1 with direction & training on technical issues
* Accept escalated issues from Tier 1 staff for resolution\escalation
* Manage Priority 1 bridges for critical issues and collaborate with multiple IS teams and vendors on conference bridges until resolution of issues
* Answer incoming support calls as needed
* Troubleshootesolve store hardware issues related to IBM POS, IBM POS printers, Veriphone devices, Windows mobile PDA’s, Zebra wireless printers
* Actively contribute to ongoing process improvement via KB document creation
* Collaborate with other IS staff to recreate problems in a test environment

## Qualifications for tier support

* Proven experience with leading a technical team of 5 or more staff
* Proficient understanding of customer support fundamentals and good practices for incident management and escalation
* Experience working with a master data management (MDM) or data quality application, such as SAS Dataflux, would be an asset
* Minimum 3 years’ experience in desktop or network support, using Windows 2007 and Microsoft Office 2012/2013
* Experience supporting TN3270 emulation software
* Familiarity with COBOL