



Example of Associate, Technical Support Job Description

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

Responsibilities for associate, technical support

- Provide technical support for all sales representatives and customers on all products both manufactured and distributed
- Generate service quotations for products and services
- Coordinate contract services with third party service suppliers
- Process purchase orders and invoices for customers and third party service contractors
- Provide phone and hardware support to end-users for common office software applications
- Thoroughly research technical issues and document solutions for user problems in a timely manner
- Recommend or perform actions to correct software or system problems
- Handle items which were not resolved by the Level 1 team
- Maintain incident tracking system from the input of issues through the resolutions, including any necessary escalation
- Maintain a highly competent knowledge of relevant products, current support policies, and methods of support delivery

Qualifications for associate, technical support

- Solid verbal and written business communication skills
- Minimum 1 year related experience in travel industry (preferred)
- Collect and interpret bug metrics to gauge product health and team

- Implement processes to drive down the average resolution time and average triage time of all bugs
- Passion to learn and ability to mentor others
- You will be involved in answering questions and responding to customer requirements via Calls and emails