



Example of Associate, Technical Support Job Description

Powered by www.VelvetJobs.com

Our growing company is searching for experienced candidates for the position 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

- Ability to manage assigned projects with minimal supervision
- Collaborate and attend meetings as assigned
- Provide feedback and enhancement ideas to the improvement of the Fraud, Payment Gateway, and Chargeback platform
- The job may require minimal travel
- Provide support to thousands customers in a Help Desk capacity
- Assist with application and hardware questions, providing support for over 600 applications
- Responsible for clearly documenting issues called into the Help Desk, steps taken and resolution if possible
- Attempt first call resolution with every call answered
- Maintain exceptional customer service skills while providing support to our customers
- Provide 1st level technical support to our customers via phone, web, and email and other support channels as required

Qualifications for associate, technical support

- Ability to Identify Opportunity & Implement Process Improvements
- Clear and concise communication – written & verbal
- You will be required to guide the customer, advising on potential resolutions, and play a Key role in overall customer satisfaction

- Well organised, with the ability to work proactively in a team, in a busy environment
- Patient and polite under pressure