



## 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. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

### Responsibilities for associate, technical support

- Weekly / Monthly reporting on SSR orders
- To attend various workshops and training events arranged by the operations manager to improve the technical skills and BT product knowledge
- To attend BT internal meetings to review and improve the support processes to BT customers
- To attend customer awareness training sessions
- Provide Tier 2 level of technical support to customers by resolving technical calls on milling units, advanced software issues, and high-level milling machine and scanning errors
- Close 30+ tickets and gain 10 assists per week, on average
- Sustain over 50% phone availability to decrease response times, typically answering 10 – 15 calls per day inbound
- Maintain ticket SLA's for 30 minute first response, daily follow up responses (carries based on Priority) on unsolved tickets
- Help maintain at least a 98% customer satisfaction score via Zendesk surveys by consistently displaying professionalism and technical expertise to clients
- Continue to master and expand on Subject Matter Expert (SME) interests (4 or more corporate products)

### Qualifications for associate, technical support

- Able to identify trends and escalate to seniors for trend analysis

- Ability to investigate problems, gather information, resolve customer issues to
- Knowledge of connectivity of equipment via modems and TCP/IP extremely
- CS Bachelor's degree or equivalent education/ min 1 year relevant experience