



Example of Associate, Technical Support Job Description

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Our innovative and growing company is searching for experienced candidates for the position of associate, technical 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 associate, technical support

- Receives and controls onsite inventory
- Performs basic configuration of desktop / notebook equipment – following basic instructions
- Coordinates with Field Service Team for moving and setting up End User equipment
- Receive inbound Customer calls and email communications and address in a professional and friendly manner
- Review, prioritize and manage group mailboxes to ensure all inquiries and complaints are actioned as per procedures
- Provide first level support in troubleshooting customer complaints across the designated product range by analyzing customer problems and asking the appropriate questions to support resolution
- Documenting complaints and inquiries using the appropriate guidelines and procedures to ensure completeness and accuracy of the records
- Communication of complaint investigation conclusions to customers through written reports and phone conversations
- Resolve and address any complaints or inquiries within the target timelines described within the key performance indicators for individuals, the team and the company
- To continually evaluate and identify opportunities to drive process

Qualifications for associate, technical support

- Troubleshoot Microsoft Office 2010 especially Outlook
- Troubleshoot basic network connectivity issues on-site and over the phone
- University degree and/or diploma in a related area or 3 years of related technical experience
- Respond to requests for support VIA phone, and tickets through the system
- Provide superior customer service to end users
- Knows when to escalate issues