Example of IT Technical Support Job Description

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

Responsibilities for IT technical support

- Accomplish customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees
- Assist Customer Support Representatives as needed
- Assist CSRs with technical, billing, and Product functionality issues and handle customer complaints
- Resolve conflicts in a professional manner
- Assess training needs for CSRs and facilitate on-going training sessions for new hires and current support representatives
- Track and monitor the timely resolution of issues reported by clients using a call tracking software application shared by all support representatives
- Determine software and equipment needs for an outstanding customer support environment
- Motivate team to achieve service goals through regular coaching
- Track and measure performance against core KPI's –
- Respond to incoming tickets using the helpdesk dashboard, email or phone

Qualifications for IT technical support

- Strong background in evaluating and optimizing workstations and applications
- Able to act as a senior level key escalation point for all technical concerns varying across multiple scopes of technology
- Strong knowledge and understanding of professional and consumer grade

- Senior level support knowledge of Business, Design and Development applications including
- Scripting proficiencies with Powershell, SQL, VBS, batch and C# are an asset
- Able to architect, engineer and document technology support stratagem for a large enterprise class user base