



# Example of Senior Technical Support Job Description

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Our company is looking for a senior technical support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior technical support

- Appropriately handling all customer issues including troubleshooting and providing feedback to the customer
- Supports customers per the details contained in the customer maintenance and support contracts
- Maintains a high level of customer satisfaction through professionalism
- Ensure compliance with SLAs and OLAs
- Act as main Point of Contact for the Americas Off Hours team, partnering with peers running Americas Web and Americas Media to ensure continuity 24X5
- Lead, grow, mentor and manage four Technical Support Managers located in Bangalore spread across APJ, EMEA, and Americas shifts
- Act as the primary point-of-contact for white glove post launch technical services
- Manage and meet key performance indicators and quality metrics for partner integrations
- Establish and maintain procedures to ensure timely and accurate resolutions of customer issues working with in-house development teams
- Analyze and build recommendations to optimize the customer's integration with our external services and solutions

## Qualifications for senior technical support

- Ability to carry boxes of supplies and/or equipment between 10-20 pounds
- Ability to safely use ladders

technical support or network operations experience

- Strong technical troubleshooting and problem solving skills (At least 3 years of experience in related technical customer support role)
- Strong log analysis skills and extensive experience in investigation of technical issues
- Previous experience/knowledge in the areas of public cloud, virtualisation, networking, IT, IaaS, SaaS