



Example of Senior Technical Support Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of senior technical support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for senior technical support

- Provide escalated Level 2/3 support for internal support staff and customers
- Raise information, bug and feature requests to the development team
- Ability to review code to troubleshoot the customer issue
- Develop requirements for vendor products to ensure they meet user needs and that they are compatible with the software and hardware environment in NUIT
- Evaluation of new products and technology from vendors
- Implementation of upgraded software releases
- Implementation of life-cycle operation systems
- Analysis of new equipment installations to determine their acceptability for use
- Coordination and approval of the necessary software and hardware upgrades of network/video elements and operation support systems that require vendor interaction, design and testing
- Implementation of required upgrades

Qualifications for senior technical support

- Ability to manage own time, act as technical specialist within own area and meet objectives
- BA/BS degree in Computer Science (or similar)

- Ability to interface with represented workforce, product value stream engineering, operations personnel, vendors, maintenance techs
- System Admin experience with Windows OSes (Basic installation/configuration, driver installation/troubleshooting, registry editing, performance tuning, using Event logs and the task manager)