



# Example of Senior Technical Support Job Description

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Our company is growing rapidly and is looking to fill the role 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

- Responsible for providing a personal and high level of support to the assigned Business Units that include all levels of management
- Must be comfortable setting up and troubleshooting Video/Audio conference calls in high pressure situations
- Work closely with clients to clarify business needs and recommend general office productivity and computer technology to meet those needs (according to IT standards)
- Work closely with multiple groups within the IT to ensure the overall satisfaction of the client
- Lead consulting engineering and specification efforts – conducts on-going and regular visits and calls to specifying engineers and consultants, end-users to provide technical support as required
- Conduct customer quality assurance meetings with VAP
- Answers, evaluates and prioritizes incoming and outbound calls, voicemail, e-mail, faxes and in-person requests for assistance
- Participate in providing after hours and weekend coverage on a rotating basis and responds to customer calls while on-call within 15 minutes
- Use customer service skills and identify problems and provide solutions
- This is a service position that will require troubleshooting card access systems

## Qualifications for senior technical support

- Either has proven technical experience within the AV industry or is capable of demonstrating an aptitude for technical support
- Timely remote diagnosis and resolution of field issues
- Escalation of critical and unresolved issues to the engineering teams
- Minimum 3-5 years experience in process support role of GMP Manufacturing and/or QA/QC
- Direct experience establishing and achieving goals and targets tied to Technical Support operations KPIs such as, time to resolution, customer satisfaction, operational efficiency, employee satisfaction