



Example of Specialist, Technical Senior Job Description

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Our company is looking to fill the role of specialist, technical senior. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for specialist, technical senior

- Directs/performs maintenance and certification on the mobile testing system
- May assist on power plant outages
- Serve as an escalation point for technical and product issues from our global User Services team
- Provide awesome service to customers, excelling in empathy, ownership and action
- Work closely with Product and Engineering teams to coordinate product launches
- Run reporting and metrics for designated areas of product for both User Services and Product teams
- Create and maintain technical documentation for areas of product
- Develop and deliver trainings on product areas to the wider User Services team
- Resolve web-based, phone, and email requests via our CRM, community, phone, remote assistance and other tools
- Have a blast making one of the fastest growing cloud content companies even better!

Qualifications for specialist, technical senior

- Knowledge and experience supporting a call center transaction processing environment desirable

- Must have a wide range of skills and understand the interrelationships between call center operations, field sales and supply chain, including order preparation, returned goods, and warehouse management
- Partner with Sr Support Engineers to gauge the pulse and need of the customer and tie that back into courses and classroom delivery
- Software development (Java preferred, C#, C, C++,) – preferred
- Build strong relationships with key stakeholders providing quality support and oversight