



Example of Specialist, Technical Support Job Description

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Our innovative and growing company is looking to fill the role of specialist, 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 specialist, technical support

- Ensure a high level of Customer satisfaction with performance through effective communication and liaison
- Supporting customers over the phone, email, tickets, and online chats
- Evaluating, troubleshooting, reproducing errors, documenting errors, and helping clients with configuration and setup of their online store
- Providing documentation, phone based training, webinars, and other support related activities
- Proactively communicate with customers on the status of their issues and actively help them understand how our software works in various use cases
- Maintaining and tracking ticket pipeline and calls
- Understanding customer's needs of the software process and offering hands on troubleshooting to resolve conflicts
- Responding to customers and community on blog posts, forums and social media channels
- Writing step by step knowledge base articles
- Reactively answer incoming call transfers from Customer Care to assist customers with system activation, monitoring and system failure troubleshooting, and perform savings and performance reviews

Qualifications for specialist, technical support

- Understanding of TCP/IP, WINS, DHCP, DNS, Active Directory, Group Policy Objects, Windows 2003/2008 Domains
- Change management coordination development & management of local/regional infrastructure projects
- Show initiative and positive attitudes when dealing with problems
- Strong follow-up skills is a must
- Highly motivated with the ability to assimilate and learn new technology