



Example of Specialist, Technical Support Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position 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

- Troubleshoot hardware, software, and network connectivity issues
- Resolve end-user issues in a professional and customer focused manner
- Install and repair hardware, operating system, and applications
- Maintain asset inventory in tracking system
- Follow up on tickets in tracking system
- Resolution of technology break/fix issues including but not limited to computer software, hardware and applications, telecom and wireless issues
- Be the contact window of global support team and China service team
- Detect systematical quality problems by doing quality survey and system data analysis
- Through phone based interactions you will gather information through effective probing and listening skills to provide viable solutions and/or alternatives in resolving escalated technical and identity theft client issues
- This position is highly focused on prompt and accurate responses and escalation resolution, while actively navigating internal departments to ensure seamless resolution for all client issues

Qualifications for specialist, technical support

- Experience with scripting (ex

- Working knowledge of Microsoft Windows and MAC client operating systems various software packages including Microsoft Office and Adobe Creative Suite
- Some standing, pushing, pulling, lifting, stooping, reaching, carrying, moving is required as necessary
- Bachelor's degree or equivalent experience in Engineering or related field
- Good understanding of workflow process in the injection mold industry