



Example of Specialist, Technical Support Job Description

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Our growing company 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

- Answer the phone in a professional manner and work with the customer/field engineer to help them troubleshoot their machine and ultimately solve their problem
- Respond to technical questions via email in a timely manner
- Record each customer/FE interaction in Sales Logix via ticket system
- Close out "Leads" that have been passed on to Technical Support
- Create knowledge base "How To and Troubleshooting" articles for capturing key information that our Field Engineers and customers can access
- Ability to train customers/field engineers/Sales Reps in house or out in the field
- Flexibility to be on-call afterhours to provide remote support
- Route calls to appropriate departments when needed
- Provide technical assistance, guidance, and customer service to our global customers and sales organization
- Responsible to help with coverage for other regions or for any "on call" or weekend duties

Qualifications for specialist, technical support

- 1 year experience supporting software as a service platform or ecommerce or content management solution

- Extensive, successful experience interacting with both coworkers and customers, resulting in high quality customer support service
- Previous experience with relational databases (ie
- Experience with Control systems (ie
- Expert knowledge of Windows 7/8/10, MS Office 2010/2013 & Mac OS is required