



## Example of Specialist, Technical Support Job Description

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Our company is looking for a specialist, technical support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

### Responsibilities for specialist, technical support

- Respond to tickets and customer emails as necessary, providing high levels of support through any contact method
- Devise or modify department procedures to solve complex Technical problems
- Work with Desktop Support team to provide Tier 1 support for internal customers on items such as webmail, instant messenger, and browser support
- Develop internal and external documentation to be published in the company Knowledge Base
- Work with Incident Management team to report any customer or employee impacting Incidents
- Participate in, support and enhance daily Operations including opening and closing procedures and uphold all Corporate and IT Policies and Procedures regarding software, hardware, and equipment use and allocation within the company
- Create and maintain documentation and perform technical training to assist team members
- To uphold the policies and procedures that enforce the policies of the corporation as it pertains to the management of assets and enforcement of copyright laws
- Assist in rollout of strategic corporate initiatives and system changes, which may include office moves, mass system upgrades, server inventory and lifecycle support, and special projects

## Qualifications for specialist, technical support

- Ability to provide excellent customer service in a fast paced environment
- Ensures commitments to customer are met
- Bachelor's degree in technology or related subject, or equivalent combination of education and work experience
- 2+ years of experience as a computer support specialist
- Ability to provide users with outstanding customer care and service at all times
- Must meet physical requirements, specifically removing and installing computer components