



# Example of Tech Specialist Job Description

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

## Responsibilities for tech specialist

- Logged into telephone system at all times
- Manage technical support emails via customer services inbox
- Update and maintain any customer work order system as necessary
- Maintain customer files and accounts in Siebel
- Ensure all time is captured against the customer as appropriate
- Provide outstanding email, phone, and chat support and account management to client admins and Google Apps resellers
- Troubleshoot technical problems, reproduce issues inhouse, escalate bug reports, proactively identify customer problems and develop creative solutions
- Proactively communicate to client top issues identified with the customers and propose solutions to improve our customer journey
- Contribute to creating and updating a support knowledge base, you will have a passion for learning and knowledge share
- Provide outstanding email, phone, and chat support and account management to client admins and client resellers

## Qualifications for tech specialist

- 5-10 years of IP or Telecommunications background • Advanced knowledge of IP and Telecommunications networks • Cisco Certifications of CCNA or higher is preferred
- Isolate problems between the test environment (test station, interface

- Interpret test data (plots, graphs, tabulated parameters, ) to determine pass/fail condition and determine when further analysis is needed
- Direct experience with Patriot Systems and subsystems (Transmitter, Receiver, Antenna, Signal/Data Processor, Power Supply, ) evaluation
- Provide technical service support to the Volvo CE dealer network
- Analyze problem issues in order to develop innovative resolutions at dealer and customer level