



Example of Technical Support Advisor Job Description

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Our growing company is hiring for a technical support advisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for technical support advisor

- Share knowledge with other people, in writing technical documents and enlarging the knowledge database
- Will work closely with team to achieve common goals
- Provide technical support to customers with a Netgear product (router, cameras, range expander, access point, etc)
- Help customers to connect third party devices with their Netgear product (tablets, laptops, Xbox, Wii, smart phones, printers, smart TV, etc)
- Provide technical expertise on Lubricant and Fuels related application enquiries to our front line Helpdesks globally
- Capture all relevant data in our internal tools for knowledge sharing
- Analyse problems and generate solutions
- Provide support via global webcasts / live meeting training events in support of products and services to the commercial business teams and Technical Helpdesks
- Provide support to Technical Document Generator (TDG) TDS/OEM approval administration
- Participate in global projects

Qualifications for technical support advisor

- Health insurance (Eligibility requirements must be met)
- Minimum of 1 year as a Technical Support SE or equivalent achieving or exceeding KPIs
- Strong planning and follow through skills

telephone communications

- Ability to function as part of a cohesive team environment
- Proven Leadership and mentoring of junior technicians with effective verbal and written feedback