



Example of Technical Support Analyst Job Description

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Our growing company is looking to fill the role of technical support analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for technical support analyst

- Professionally handle incoming calls and document end user interactions into incidents
- Follow-up with end users on escalated incidents
- Train on support processes and system knowledge
- The ideal candidate will have a deep Level 2 troubleshooting and working experience on enterprise class software products. We are looking for dynamic individuals who possess excellent communications skills and are able to work effectively with our Customer Support Group, and directly with customers
- Outstanding organizational skills and the ability to work in a team environment are a must
- Handle and solve support calls from our customers and partners that relate to the technical behavior of the Unica suite of products
- Meeting SLA's and other customer satisfaction targets
- To ensure case equity in the volume of cases with respect to peers within your team
- To ensure all calls meet the targets for resolution, escalation, documentation & completion of call
- Escalate support calls when needed

Qualifications for technical support analyst

- He/she will proficiently support call flow queues while performance remains at the correct service level or better
- The TSA 1 will provide solid knowledge within subject matter specialties

- Provide exceptional customer service to Line of Business Partners to resolve IT support issues
- Review & Respond to queries based on operational policies and procedures
- Escalation - Escalate query to TSA II for additional support and research