



# Example of Technical Support Executive Job Description

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

## Responsibilities for technical support executive

- Researching, recommending and applying technical solutions to enhance productivity in meeting business needs
- Recommending and facilitating planning, purchasing and implementation of new solutions for department and for customer organizations
- Coordinating and/or independently working on single or multiple, complex projects or tasks, requiring limited technical or management guidance
- Completing project planning, including identifying project requirements, establishing milestones, tasks, task assignments, business benefits, and potential risks for project
- Initiating and completing post mortem process for problems as appropriate
- Working with software and hardware vendors for product specifications, evaluation, technical problems and solutions (may be required)
- Interacting with other technology companies for best practices and research (may be required)
- Exhibiting leadership through mentoring of new departmental staff members and providing support and project guidance to less senior staff
- Conducting informal and formal technical and/or business presentations for peers, customers, and occasionally at the organization level
- Providing phone support for executive staff as part of global VIP support initiative (may be required)

## Qualifications for technical support executive

- Performing such similar, comparable, or related work as may be required, apparent or assigned
- An undergraduate degree (preferably in computer science, Management Information Systems or related studies) or 5 years of support/consulting experience in information systems and 1 year of technical project management experience
- An understanding of computer science concepts, a comprehensive understanding of computer operating systems, networking, systems analysis procedures and techniques, computer hardware, and a variety of software applications
- An aptitude for analytical problem solving by balancing the use of troubleshooting tools with a practical application of experience and creativity
- Superior communication skills, both written and oral, and an ability to relate to the customer
- Strong customer service skills when working with customers, co-workers, and lead staff