



Example of Technical Support Executive Job Description

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Our innovative and growing company is searching for experienced candidates for the position of 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

- The ability to produce and share well-written communications and documentation
- The ability to adjust to constantly changing conditions, displaying a positive attitude toward new opportunities
- The ability to display competence in prioritizing tasks, managing project responsibilities, consistently meeting deadlines, and showing autonomy in completing tasks to balance customer support and project work
- A willingness to learn new technology
- The ability to continually improve processes, products, and services with a strong focus on quality and root cause analysis
- The ability to produce well-written technical and business documentation such as project justification documents and proposals
- The ability to thrive under constantly changing conditions, offering new ideas and fresh approaches to problems
- Strong problem analysis skills, excellent written and verbal skills, a willingness to learn, a positive service attitude, and ability to work in a fast-paced, high demand work environment
- The ability to work weekend and evening hours outside of normal business hours including possible pager rotation and may require travel - Up to 10% travel
- The ability to lift PC equipment - 40 lbs

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- Interact with varying IT/IS functional groups and management-ensuring solutions are being provided by escalating tickets
 - Knowledge of mobile devices (Blackberry, iPhone, iPad, Android)
 - Strong working knowledge of laptop/ desktop computers (Dell, Lenovo, Hp, Toshiba)
 - Strong knowledge of desktop O/S and hardware technologies (Windows, OSX, Linux/Unix)
 - Strong knowledge of desktop software (MS Office, Trend Micro Office Scan, IE, Firefox, Adobe Suite, Cisco/Juniper VPN)
 - Knowledge of current LAN/WAN technologies and architecture