Our growing company is searching for experienced candidates for the position of technical support executive. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for technical support executive

- Follow all Technical Support processes
- Propose, create and publish Technical Articles, FAQs and Video FAQs from handled cases (bFO)
- Solve Cases requiring in-depth troubleshooting assistance and Cases where Customer is requiring resolution
- Work Closely with Primary Technical Support team to provide a solution to customer/Primary Tech Support in an efficient manner
- Handle the call flow from internal/external
- Daily, weekly and monthly reporting of working to TSC Manager
- Site visit may be required
- Communicate and share knowledge with other L2 engineers Primary Support
- Understand the source of the quality problem
- Liaise/support inter-department requirements to increase service level to our customers (eg

Qualifications for technical support executive

- Stays current with technology trends, solutions and how to provision and maintain them
- Shares lessons learned and outside experiences with existing IT organization with regard to technologies, tools, and processes

- Bachelor degree in a technical
- Experience managing and supporting Video conference technologies
- SME level knowledge of multiple technologies