



Example of Technical Support Level Job Description

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Our company is growing rapidly and is looking for a technical support level. 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 level

- Follow-up/address any shift report entries passed on
- Engage and involve any required support teams in order to provide service restoration
- Ensure proper documentation is gathered and analyzed on a daily basis in order to achieve root cause on all incidents
- Create and publish problem resolution procedure documents for Level 1 and 2 server support teams and other teams as required
- Maintain/update SM9 queues to manageable levels
- Update and track shift report entries on a daily basis
- Identifies and provides solutions to process issues or gaps
- Perform Tech Support level II support responsibilities such as level 1 tech's escalation and as directed by Team Leads
- Discuss server virtualization and Virtual Private Network application with senior level IT personnel and understand how Dexis software will interact within their environment
- Discuss server\workstation virtualization and Virtual Private Network application with senior level IT personnel and understand how Dexis software will interact within their environment

Qualifications for technical support level

- Minimum of 2-3 years experience in software and hardware

- Configuration / Investigation / Support wireless modems (Bluetree, Sixnet, Microhard)
- Configuration / Investigation / Support Fortigates
- Good verbal and written expression
- English + German language