



Example of Technical Support Level Job Description

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Our innovative and growing company is searching for experienced candidates for the position of technical support level. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for technical support level

- Implement and manage the Keepitsafe solution
- Act as escalation point in case resolution, software/network troubleshooting and proactive support services
- Work to meet SLAs
- Deal with third-party vendors to resolve issues where necessary
- Mentor and lead junior members of team
- Run real-time troubleshooting sessions with partners/customers
- Test and reproduce partner/customer issues in Laboratory
- Work on escalations from Level 2 technical support team
- Report Software/Hardware related issues to R&D department
- Troubleshoot and provides initial review/response to identified information technology problems and logs the problems

Qualifications for technical support level

- Minimum of 2 years' experience in providing technical support assistance, preferably in both software and hardware
- At least 1 year experience in Support representative
- Understanding of Multi-vendor enterprise storage technologies including software defined storage, storage virtualization, and network & fabric attached storage devices
- Experience providing technical support or administration for Netapp FAS products

- Excellent analytics and problem solving skills, especially in Multi-vendor storage products