



Example of Technical Support Level Job Description

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Our company is searching for experienced candidates for the position of technical support level. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for technical support level

- As part of the support team, perform technical troubleshooting and data analysis to determine root causes of software problems
- Analyze technical configurations, integrations, data migrations and technical installations for client systems to perform in-depth technical troubleshooting, testing, and recommend solutions
- Analyze and document requirements and rules, enhancements or changes
- Maintains the functionality and efficiency of computer and user objects in an active directory while maintaining correct Organizational Units (OU)
- Prepares desktops and laptops by imaging devices in preparation for deployment and tests them for proper operation, as needed
- Assists with the design and implementation of robust and scalable solutions to establish and maintain desktop hardware and software
- Responds to complex technical issues surrounding desktop/laptop hardware
- Assists with projects by completing assigned tasks and recommending options to project leader in order to meet goals
- Proposes, develops and communicates technical, systems and application standards and ensures compliance with existing standards
- Supports testing and evaluation of new desktop packages and implements prototypes

Qualifications for technical support level

- Technical Certification (like A+, Net+)
- Experience troubleshooting/supporting mobile products (Android, iPhone)
- 2 years of experience in troubleshooting network environments IE
- Experience with Windows 2000, Windows XP, Windows 7, and Windows Servers (2000, 2003, 2008)