



Example of Technical Support Professional Job Description

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Our innovative and growing company is looking for a technical support professional. 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 professional

- Contribute to technical writing efforts to provide customers accurate product knowledge
- Develop relationships with peers to effectively manage long-term support needs of customer
- Create and maintain customer relationships on a day-to-day basis
- Provide remote technical support to all customers on ION IP products and networks via telephone
- For outages, identify the impact of the outage and changes made to the customer network
- Be available to work during off-business hours
- Be available to travel on a short notice
- Each customer issue is tracked using the CARES trouble ticket systems
- Long range strategic planning and analysis and preparing summaries
- Project coordination in assigned projects and supplies information for the development of new strategies

Qualifications for technical support professional

- Perl basics (ability to read the code)
- Shell (including shell scripting)
- AIX, Linux, Tomcat - Basic knowledge

- Could accept shift 2 work