



Example of Technical Support Professional Job Description

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Our growing company is hiring for a technical support professional. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for technical support professional

- Evaluates potential acquisition candidates and prepares project proposals
- Provides analytical support for due diligence of acquisition candidates and contribute with the development of strategic planning tools for the organization
- Strategic database design and management and coordinates the activities of related internal suppliers and external vendors
- Prepares customer contacts, builds and maintains a customer focused network
- Develops and plans sales volume with new external sales channels
- Find solutions for customers with a wide range of server software issues including answering how-to questions, trouble-shooting defects, analyzing performance issues and collaborating across product areas to resolve problems
- Become trusted resource for customer questions on installs/upgrades/migrations, backup and recoveries, fix maintenance and using storage and virtualized storage solutions
- Help to bring innovation and new ideas to support products and software
- Partner closely with sales and marketing to design new service and support offerings that drive incremental revenue streams and create a foundation of recurring revenue
- Hire, train, and coach your team, such that they consistently set the highest standard for the experience they give our customers and are personally and

Qualifications for technical support professional

- Good knowledge in computer-aided design (CAD) and its features
- Some knowledge in underground and road construction drainage planning would be beneficial
- High proficiency in Microsoft Office and the Internet would be an advantage
- Very good German skills and good English skills (oral and written)
- Available for storm support
- Must have a smartphone, either Android or iOS