



Example of Technical Support Professional Job Description

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Our innovative and growing company is searching for experienced candidates for the position of 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

- Pricing support
- Foster customer relationships
- Proactively work with quote register to contact customers and secure orders
- Support current programs, develop customized software solutions along with integration projects
- Utilize the latest technologies, architectures, and tools to enhance software reliability, re-usability and increase productivity
- EFI is looking for a hands-on, dynamic, results oriented and experienced technical support field services engineer with a proven track record of support, customer field service delivery and escalation management
- Cross collaboration with developers and peers will become part of your daily routines
- Handle and solve support calls from our customers and partners that relate to the technical behaviour of the Planning Analytics (TM1)
- Consult closely with Premier customers to ensure their satisfaction and ROI with Tegile Intelliflash products, services, and support
- You are the customer's primary liaison post-sale, and are accountable for identifying and directly addressing all business and technical issues impacting the productive use of provided solutions

- Work with cross functional team within the company like Product Marketing, Quality Assurance and Engineering to resolve customer issues
- 3 – 5 years experience in the field of Sales Operation within Power Generation/ Renewable Energy
- National Diploma or Degree in Mechanical Engineering
- Turbine Knowledge or experience is essential
- SQL, Data Sharing, Stored Procedures, TSO / ISPF, MVS Operational Skills (TSO, ISPF, SDSF, basic MVS and JES commands)
- Basic knowledge in C, C++, Java, Assembler