



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. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for technical support professional

- In addition, can work proactively with Premier customers and accounts teams to expand Tegile platform adoption and standardization, driving relationships at every level internally and externally to advocate Tegile technology solutions and influence change
- In addition to customer facing activities, report key account metrics and insight to assigned Premier customers, and as appropriate and expected internally
- Technical Conversion of training requirements/content into Training Material
- Design advice and production of training material in multimedia format (Adobe Connect, Adobe Captivate, Photography, Audio/Visual Editing)
- Production of scorecard, visual graphics for use in monthly Training Governance Meeting
- Interface with CAO Tech Training organization over hosting of training material into e-Learning System
- Procurement, maintenance and safekeeping of technical production equipment to support Training Development
- Support and partnering where required to produce targeted Assignment Lists and maintenance of the WCOB Training Audience List
- To read and sometimes scribe tests for students with disabilities
- You will lead and completes sales cost estimates, and price quotations for sales team including project take-offs, specification interpretation, and associated activities for Automations Solutions sales

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- 6 months experience in Java development (including related technologies, XML, EJB, JSP, Servlets, and Web services)
 - Basic knowledge of Databases and/or Data warehouse principles
 - Some Experience in Relational databases and SQL
 - No Degree - Master's Degree
 - Minimum of (2) years demonstrated customer service and technical support skills
 - Recruit from local area