Example of Technical Support Representative Job Description

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Our growing company is looking to fill the role of technical support representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for technical support representative

- Update customer account information including address, banking details
- Prioritize and schedule ticket queue
- Redirect or escalate issues appropriately when issues are outside of support boundaries or when resolution cannot be confirmed (utilizing all available resources
- Troubleshoot customers' technical and non-technical issues over the phone
- Offer customers solutions and direct them to self-help to resolve issues the first time they call about an issue
- Provide technical support for basic website and email function in our hosting environment
- Provide a positive customer experience and de-escalate through empathy and care when our customers are upset
- Work with customers to identify service-related needs, and to offer the most appropriate solutions
- Respond to customer's queries regarding routine technical issues in a timely, friendly, professional manner
- Join an experienced team of field support managers (15+ years of experience)

Qualifications for technical support representative

- 1-3 years of IT support or help-desk experience

- Research and implement improvements to internal documentation and training processes
- Strong knowledge of HTML, Javascript, CSS is required
- Handling all escalations of customer support calls
- Basic understanding of Web servers