



# Example of Technician Support Job Description

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Our innovative and growing company is hiring for a technician support. 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 technician support

- Support for other locations as appropriate within Belgium
- Overall responsibility for the provision of IT services within the location that the post holder is located, and also a small number of remote locations within Belgium
- Manage day to day support between Internal and Client Applications projects and initiatives
- Provide Remote and On Site Support to Internal employees via Phone, Walkup, and Email channels
- Provide Customer Support for Business Applications
- Incident Creation and Management leveraging multiple ticketing systems and applications
- Addresses and resolves basic and advanced incidents and requests
- Creates a positive customer support experience
- Manage incoming calls from the main helpdesk
- Call back the users within the 1/hr SLA window

## Qualifications for technician support

- Ability to multi-task, prioritize and work under pressure are required
- Ability to handle rotating on-call support weekends and evenings on occasion
- CompTIA A+, Network+, Microsoft Certifications a plus
- Working knowledge of claims systems

experience

- At least one year of experience with LAN/WAN, Windows and desktop applications with knowledge of network essentials and concepts