



Example of Technology Support Job Description

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

- Provide technical support to on-site and remote customers in person at the walk up, over the phone, or via email with a concerted focus on a Service First Customer Support approach
- Prioritize multiple requests and respond to requests submitted via an Incident tracking system
- Maintain accurate inventory of hardware including but not limited to laptops and mobile devices
- Coordinate with outside vendors as needed
- Disseminate technical knowledge via ticketing system, conferences and written documentation to colleagues
- Fulfill project-related tasks as assigned by supervisor
- Makes independent decisions on how to shift priorities of the current day / week
- Heavily involved in the Organizational Change Management Process, while assisting the business in contacting the Global Service Desk directly for any and all issues outside of the Executive Support staff and their team
- Answers, evaluates and provides guidance to executives experiencing problems with hardware, software, LAN/WAN connectivity, telecom, email and other desktop/laptop related issues
- Interviews executives to collect information about issue and leads user through diagnostic procedures to determine initial diagnostics and next steps that will lead to resolution

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- Technically proficient professional with superior customer service and communication skills along with the ability to build rapport and strong business relationships with the user community
 - Experienced in providing end user support in a fast paced environment
 - Position requires the ability to solve technical problems live in person and virtually using remote control tools
 - Associate's Degree in computer or technology field or minimum 1-3 years of related experience within a corporate IT department
 - Uses customer-service oriented techniques to obtain and resolve problem information, and responds quickly and competently to customer requests
 - Self-motivation, team player attitude, excellent communication skills, and the capacity to work with minimum supervision