

Technical Support Job Description

We are looking for technically skilled candidates with excellent interpersonal skills for the technical support position. Technical support officers troubleshoot technical issues, provide timely customer feedback, and support the roll-out of new applications, among other duties.

Moreover, technical support officers need to talk to customers directly, as well as create written documentation, requiring excellent written and verbal communication.

Technical Support Responsibilities:

- Identifying hardware and software solutions.
- Installs, modifies, and makes minor repairs to computer hardware and software systems.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Resolving network issues.
- Installing and configuring hardware and software.
- Installs software and necessary applications for workflow.
- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Speaking to customers to quickly get to the root of their problem.
- Providing timely and accurate customer feedback.
- Talking customers through a series of actions to resolve a problem.
- Following up with clients to ensure the problem is resolved.
- Resolve technical issues related to network interruptions
- Actively update, maintain and monitor all aspects of the network
- Supporting the roll-out of new applications.
- Providing support in the form of procedural documentation.
- Managing multiple cases at one time.
- Testing and evaluating new technologies.
- Act as the initial point of contact for all related concerns from customers or other employees

Technical Support Requirements:

- Degree in computer science or information technology.
- Certification in Microsoft, Linux, or Cisco is advantageous.
- Prior experience in tech support, desktop support, or a similar role.
- Proficiency in Windows/Linux/Mac OS.
- Experience with remote desktop applications and help desk software.
- Attention to detail and good problem-solving skills.
- Excellent interpersonal skills.
- Good written and verbal communication.

Technical Support Expected Qualifications/Skills:

- Excellent problem-solving and troubleshooting skills.
- The ability to communicate technical information in an accessible manner to non-technical persons.
- A process improvement mindset.
- Software maintenance and testing capability.
- Vendor relations.
- Basic knowledge of networking principles and operating systems.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Customer-service focus.
- Collaborative mindset.
- Hands-on problem-solving ability.
- Accept constructive criticism and customer feedback regarding their experience with services
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution