

Technical Support Analyst Job Description

Duties and Responsibilities:

- Responsible for monitoring cases throughout the weekday, off hours, and weekends
- Take incoming calls for customer support and gather information using probing questions
- Drive the diagnosis and resolution of customer reported issues by applying technical expertise, product knowledge, and problem solving skills
- Frequently utilize SQL commands to extract and manipulate data from customer databases
- Responsible for the analysis of customer issues in order to provide timely resolution
- Apply standard tools such as Salesforce.com to track and manage issues
- Initialize case escalations as part of the resolution process and Interface with Tier 2 support
- Follow departmental SOP processes regarding individual and team responsibilities
- Provide services directly to customers and help resolve computing problems
- Ensure customer satisfaction, eliminate downtime, and prevent cost overruns by applying discretion to effect timely solution of problems
- Responsible for providing technical leadership and training for lower level technical support analysts
- Provide technical assistance and problem resolution for company employees
- Create and maintain technical documentation on system support models, common issues, and solutions.

Technical Support Analyst Requirements – Skills, Knowledge, and Abilities

- Education: technical support analyst candidates require a minimum of High School Diploma or GED combined with a thorough knowledge of desktop and business/technical support systems and years of experience in computer technology or computer services. However, a Bachelor's degree in Computer Science or in a related field is preferred
- Knowledge: they require experience and abilities with CompTIA or A+, Network+, Microsoft MCP, Cisco CCENT, and advanced understanding of operating systems (Windows 7 or higher and MAC OS X), printing systems, network topology, and Linux/Unix
- Troubleshooting skills: They must possess skills necessary to troubleshoot complex problems, analyze possible root causes, and educate customers to perform troubleshooting
- Organizational skills and time management skills: They must be able to prioritize tasks and manage own workload in a timely manner as well as make timely decisions, while meeting team goals and business needs of the organization. They must also be able to adhere to schedule in providing support to customers' or clients
- Customer service skills: It is essential that they are service oriented individuals with the ability to provide customer support, applying diplomacy, tactfulness and empathy when dealing with customers. They must also have the ability to defuse escalations and high tension situations to appease customers experiencing service outages and difficulties
- Active listening and communication skills: They require the ability to actively listen to customers with the aim of gaining understanding of what is said or implied by asking follow-up/clarifying questions to seek understanding. They also, require exceptional oral and written communication skills to convey technical details/information to customers in a clear and concise manner
- Analytical and problem solving skills: They must be naturally curious problem solvers with command of skills required to analyze the root cause of problems, and take ownership of cases to follow through till they are resolved

- Collaborative skills: They require the ability to work within a team environment, as well as to collaborate with team members and other professionals to resolve support issues.