

Technical Support Representative Job Description

- Actively listen to customers to understand their issues or concerns
- Interview clients to gather information useful in providing recommendations and solutions to a technical problem
- Install, configure, and troubleshoot computer systems, servers, and network issues
- Provide daily technical support services for information technology establishments
- Receive customer calls to provide step-by-step guidelines for the resolution of a technical issue
- Document and track customer issues using a ticketing system to ensure quick resolution
- Maintain the security and integrity of company database by setting access controls
- Explain highly technical details to customers using simple understandable terms
- Participate in development of information technology and infrastructure projects
- Ensure compliance with service agreements to evade legal issues
- Guide and direct the activities of less experienced tech support personnel
- Maintain an up-to-date knowledge of company products and services
- Stay abreast with technological developments and trends
- Educate customers on the features of company products/services to minimize technical challenges
- Follow-up on customers to ensure their issues are completely resolved
- Produce periodic reports of technical support operations to company management.