Technical Support Engineer Job Description Template

Overview of Technical Support Engineer

A Technical Support Engineer is a skilled professional who assists customers with technical issues and inquiries regarding products or services. They possess strong problem-solving abilities, communication skills, and a deep understanding of relevant technologies. Technical Support Engineers troubleshoot software, hardware, and network problems, providing timely solutions and ensuring customer satisfaction. They play a crucial role in maintaining customer relationships by offering guidance, resolving issues efficiently, and delivering exceptional support experiences.

What Does a Technical Support Engineer Do?

Are you a tech-savvy problem solver with a knack for customer support? We are seeking a skilled Technical Support Engineer to join our dynamic team.

In this role, you will be the first point of contact for customers seeking technical assistance with our products and services. You will play a crucial role in resolving technical issues, providing expert guidance and support, and ensuring a positive customer experience.

If you thrive in a fast-paced environment, enjoy working with cutting-edge technology, and are committed to helping customers succeed, we want to hear from you!

Technical Support Engineer Responsibilities and Roles

- ❖ Provide clients technical help and assistance over the phone, via email, or in person.
- ❖ Determine the cause of and fix technical software and hardware problems.
- ❖ Install, configure, and maintain computer systems and software.
- ❖ Troubleshoot network connectivity issues.
- ❖ Work together to solve complex issues with other members of the technical support team.
- ❖ Use a ticketing system to record and monitor consumer complaints and their responses.
- ❖ Train customers on how to use and troubleshoot software and hardware.
- ❖ Stay up-to-date with the latest technology trends and advancements.
- ❖ Test and evaluate new software and hardware products.

- ❖ Collaborate with product development teams to provide feedback and suggestions for product improvement.
- ❖ Provide remote support to customers using remote desktop tools.
- ❖ Updating and maintaining a technical knowledge base and documentation.
- ❖ Follow company policies and procedures for providing technical support.
- ❖ Observe the response and resolution times specified in service level agreements (SLAs).
- ❖ Continuously improve technical skills and knowledge through training and self-study.

Technical Support Engineer Skills and Requirements

- ❖ Bachelor's degree in computer science, engineering, or related field; relevant certifications (e.g., CompTIA A+, Network+, or Microsoft Certified Professional) preferred.
- ❖ Proven experience in technical support, IT helpdesk, or customer service role, preferably in a software or technology company.
- ❖ Strong problem-solving skills, with the ability to diagnose and troubleshoot technical issues in a timely and efficient manner.
- ❖ Outstanding written and vocal communication skills, including the ability to clearly and concisely convey technical topics to non-technical users.
- ❖ Customer-focused mindset, with a dedication to delivering high-quality service and ensuring customer satisfaction.
- ❖ Ability to work independently and collaboratively in a team environment, with a proactive and flexible approach to resolving issues.
- ❖ Proficiency in using remote desktop tools, ticketing systems, and other technical support software.
- ❖ Familiarity with operating systems (e.g., Windows, macOS, Linux), networking protocols, and hardware components.
- ❖ Familiarity with software applications and their installation, configuration, and troubleshooting.
- ❖ Knowledge of networking concepts and protocols such as TCP/IP, DNS, DHCP, and VPN.
- ❖ Ability to work flexible hours, including evenings, weekends, and holidays, to provide 24/7 technical support if required.

Pro Tip

While screening applicants and employees, deploying skill testing and competency-based valuation is crucial for a bias-free hiring process. Use Xobin to run end-to-end screening, assessment and AI-powered video interviews for this role and 1500+ other roles.