

TECHNICAL SUPPORT

1. Troubleshooting technical issues.
2. Diagnosing and repairing faults.
3. Resolving network issues.
4. Installing and configuring hardware and software.
5. Speaking to customers to quickly get to the root of their problem.
6. Providing timely and accurate customer feedback.
7. Talking customers through a series of actions to resolve a problem.
8. Following up with clients to ensure the problem is resolved.
9. Replacing or repairing the necessary parts.
10. Providing support in the form of procedural documentation.
11. Managing multiple cases at one time.
12. Testing and evaluating new technologies.
13. Conducting electrical safety checks on equipment.