JOB DESCRIPTION

| **TITLE** | Technical Support Officer |
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| **Reports To**  | [Insert Title] |

**Job Purpose**

The **Technical Support Officer** is responsible for troubleshooting technical issues, providing timely customer feedback, and supporting the roll-out of new applications. In particular, the Technical Support Officer diagnoses and repairs faults, resolves network issues, and installs and configures hardware and software.

The ideal Technical Support Officer will be comfortable researching, diagnosing, troubleshooting, and identifying solutions to resolve any issues presented. The position requires technical skills, interpersonal skills, as well as good communication skills.

**Duties and Responsibilities**

The Technical Support Officer’s overall responsibilities include the following:

* Install, modify, and make minor repairs to computer hardware and software systems.
* Resolve tickets representing staff-generated technical requests or problems and troubleshoot technical and process issues to maintain productivity.
* Maintain system functionality by testing computer components.
* Help design and implement networks.
* Consult with users to determine appropriate hardware and software needs and assist in placing orders.
* Follow up with clients to ensure any issues are resolved.
* Maximize computer systems’ capabilities by studying technical applications and making recommendations.
* Test compatibility of new programs with existing ones.
* Gather data to identify and evaluate technical purchasing options.
* Confirm program objectives and specifications by testing new programs, comparing them with established standards, and making modifications.
* Evaluate vendor-supplied software by studying user objectives and testing software compatibility with existing hardware and programs.
* Install software and necessary applications for workflow.
* Train users on new software in person or through a variety of tutorial channels.
* Maintain system capability by testing computer components.
* Carry out software, network, and database performance tuning.
* Document hardware and software updates.
* Keep up to date on technical advancements.
* Prepare reference material for users by drafting operation instructions.
* Comply with standard procedures for proper handoff of unresolvable issues to the appropriate internal teams in order to maximize customer satisfaction.
* Performing other related duties as required.

**Qualifications**

* Bachelor’s Degree in Information Technology, Computer Science, or similar.
* Certification in Microsoft, Linux, or Cisco would be considered as an asset.
* XX years experience in technical support, desktop support, or a similar role.
* Proficiency in Windows/Linux/Mac OS.
* Knowledge of script languages such as Python, JavaScript, Java, C#, etc.
* Basic knowledge of networking principles and operating systems.

**Core Competencies**

* Exceptional customer service skills and excellent communication skills
* Ability to communicate technical information in an accessible manner to non-technical employees
* Excellent interpersonal skills
* Superb attention to detail
* Ability to effectively prioritize and execute tasks in a high-pressure environment
* Strong computer skills
* Excellent problem-solving and troubleshooting skills

**Working Conditions**

* The standard work week for this position is typically XX hours
* The standard business hours for this position are from <insert time> to <insert time>; Monday to Friday
* Hours worked outside of the standard work schedule may be required, including some evenings as needed
* Extended periods of sitting and exposure to computer screens.