

Date completed/ revised: DD/MM/YYYY

Position Details

Title	Technical Customer Support Specialist
Reports To	Insert title, not individual's name
Department	Customer Service
Position Status	<input type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> On-going <input type="checkbox"/> Term Term End Date (if applicable): DD/MM/YYYY
Eligible for Benefits	<input type="checkbox"/> Yes <input type="checkbox"/> No Comments if applicable
Overtime Exemption Status	<input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Variable Compensation	<input type="checkbox"/> Bonus <input type="checkbox"/> Commission <input type="checkbox"/> Shift Premium <input type="checkbox"/> Car Allowance <input type="checkbox"/> Not applicable
Hours per Week	Insert actual expected hours of work per week, excluding breaks or lunch/week
Location	
Job Classification	CUSTOMIZER: If classifications have been established, insert job categories. Below shows an example. Otherwise, delete this row <input type="checkbox"/> Clerical <input type="checkbox"/> Administrator <input type="checkbox"/> Coordinator <input type="checkbox"/> Manager <input type="checkbox"/> Director <input type="checkbox"/> VP
Salary Range	Insert salary range, or insert: "As per Job Classification"
Direct Reports	As of DD/MM/YYYY but subject to change, position is responsible for Insert number direct reports, as follows: ♦ Title. Insert additional bullets as required <input type="checkbox"/> Not Applicable



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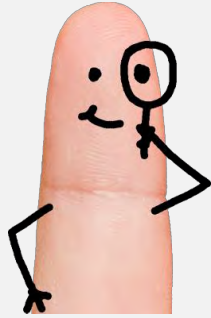
- c. Installs and configures new technology such as hardware, operative systems, applications and programs.
- d. Writes reports on the status of all client issues.
- e. Tests, assesses, and learns about new technology and updates.
- f. Identifies recurring issues for clients so they can be eliminated through documentation, automation or process changes.
- g. Follows Company communication procedures under minimal or no supervision.
- h. Stays up-to-date on product changes and new releases.

2. Insert high-level responsibility Example 20%

- a. List key tasks associated with that responsibility
- b.
- c.
- d.

Job-Related Technical Skills

Skills	Proficient	Experience with	Familiar with
A minimum of 35 words per minute typing speed or the ability to use voice to text software to support increasing digital communication and content generation	x		
MS Office suite		x	
Help desk software or system to support tickets.		x	
insert your company-specific technical requirements for this position			
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- ◆ Personally investigates and digs deeper to understand new concepts, approaches, and cause-and-effect.

PROBLEM SOLVING

- ◆ Assesses challenges to identify causes.
- ◆ Gathers and processes relevant information.
- ◆ Generates creative solutions and finds a way to make it work.
- ◆ Makes recommendations and/or resolves the situation.
- ◆ Acknowledges when one doesn't know something and takes steps to find the answer.

FLEXIBILITY / ADAPTABILITY

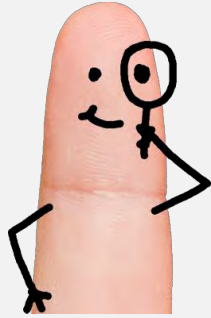
- ◆ Adjusts own behaviors to work successfully in light of new information, and/or changing direction and environments.
- ◆ Is willing to adapt and do what is necessary to get the desired results.
- ◆ Remains positive when faced with unexpected events.
- ◆ Adapts well to, and supports change.
- ◆ Accepts changing priorities and direction.

COMPOSURE / EMOTIONAL MATURITY

- ◆ Maintains composure when provoked, under intense pressure, or faced with multiple priorities.
- ◆ Restrains emotional impulses and responds calmly.
- ◆ Calms others.
- ◆ Demonstrates the ability to maintain stamina under stress.
- ◆ Understands how one's actions affect others.
- ◆ Knows when it's time to leave the room.

TEAMWORK / COLLABORATION

- ◆ Works cooperatively and effectively with others to set goals, resolve problems, and make decisions.
- ◆ Promotes collaboration and interaction.
- ◆ Works effectively with people with different abilities and perspectives.
- ◆ Resolves conflict quickly and lets it go.
- ◆ Shares information.
- ◆ Supports team members.
- ◆ Makes time for celebration.



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Acknowledgement

Accepted and agreed to by:

EMPLOYEE

Employee Name	
Signature	Date

MANAGER APPROVAL

Manager Name	Manager Title
Signature	Date

NEXT LEVEL APPROVAL

All job descriptions require approval by CUSTOMIZER: Insert approval position level 1. Example: Department VP, or delete this section if not applicable.

Name	Title
Signature	Date

HR APPROVAL

All positions require review and approval by HR CUSTOMIZER: Insert HR approval level. Example: HR Manager, or delete this section if not applicable.

Name	Title
Signature	Date