

**JOB PROFILE FORM**

# Technical Support Associate

**HIRING PROFILE****Job Responsibilities**

*Describe the job role and the day to day tasks involved.*

- Administering and maintaining company infrastructure, including LAN/WAN, VPN, Network Connectivity, Internet Access, Email, etc.
- Administering and maintaining telephone systems, including POTS and VOIP
- Managing the prompt and efficient delivery, implementation, and installation of internal systems such as computer network, equipment, corporate applications (e.g.: OS, anti-virus, standard office applications, etc., internal corporate servers, user desktops, trouble shooting, backup and archiving)
- Administering company accounts such as email accounts, login accounts and other project management accounts, including set up and deactivation
- Creation and updating of documentation related to systems managed by Technical Support.

**Qualifications**

*Describe the qualifications the staff must have in terms of skills and capabilities*

- At least one year of working experience in Technical Support or any related field
- Skills in LAN/WAN, VPN, network connectivity, Internet access, email, VOIP, POTS, application protocols, Linux and other related software/application (hands-on and remote troubleshooting)
- A Bachelor's Degree in Computer Science, Information Technology, Computer Engineering, or equivalent
- Experience working for international clients desired but not required
- Willingness to take rotating shifts (AM-Mid-PM).