

# Tech Support Representative Job Description

## Requirements:

- Preferably graduate of Bachelor's/College Degree in IT / Computer related course (but not required).
- At least 1 Year experience in Technical Support role.
- Can troubleshoot Internet connection, browser issue, emails and other IT related technology
- Well-developed practical operating knowledge of common desktop/laptop hardware and application software
- Familiar with conferencing technologies such as: GoTo Meeting and video conferencing
- Proficiency with Windows/MS Office Suite, Basic networking in LAN/WAN environment and remote access solutions.