AI Technical Support Specialist Job Description template

AI Technical Support Specialist Job Description Template/Brief

We are seeking an AI Technical Support Specialist to join our team to provide technical assistance for AI-powered products and services. This role involves troubleshooting, resolving issues, and enhancing user satisfaction. The ideal candidate should have strong technical knowledge and excellent communication skills.

AI Technical Support Specialist Job Profile

An AI Technical Support Specialist serves as a bridge between customers and the technical team, addressing queries and resolving issues related to AI products. They ensure smooth operation and user satisfaction by diagnosing and solving problems. This role demands technical acumen and the ability to communicate complex information clearly.

Reports To

The AI Technical Support Specialist reports to the Technical Support Manager.

AI Technical Support Specialist Responsibilities

- Respond to customer inquiries via email, chat, or phone regarding AI products.
- Diagnose and troubleshoot technical issues related to AI software and services.
- Collaborate with the development team to address and resolve complex issues.
- Document customer interactions and maintain a knowledge base for common issues.
- Assist in the deployment and configuration of AI solutions for customers.
- Provide guidance and training to users on AI features and functionalities.
- Monitor system performance and escalate issues to the appropriate teams.
- Stay updated on the latest AI trends and product updates.
- Collect and analyze user feedback to improve customer experience.

AI Technical Support Specialist Requirements & Skills

- Experience in technical support or a similar role.
- Knowledge of AI technologies and applications.
- Excellent problem-solving and troubleshooting skills.
- Strong verbal and written communication abilities.
- Ability to work independently and as part of a team.
- Familiarity with support tools and ticketing systems.
- Bachelor's degree in Computer Science, Information Technology, or related field.
- Patience and customer-centric approach.