**Traits of a Qualified SUPPORT TECHNICIAN**

Companies and clients want to hire and keep the best Support Technicians that they can find, and they look for several specific traits and qualities. It does not matter whether you work in a corporate environment or offer in-home computer repair services; the traits and skills are the same. To be the best Support Technician you can be, work to demonstrate as many of the following qualities as possible:

■ **Excellent customer service skills** Successful Support technician have the abilityand emotional intelligence to teach highly technical content to users with any level of experience. They can speak to any user about any problem and define that problem in terms the user can understand (without making the user feel inadequate or stupid). They have skills that any successful customer service employee has: They are polite, are concerned for the customer, and have a sincere desire to service the customer’s needs. Beyond emotional intelligence, they also have social intelligence, which is the ability to handle their (or others’) anxieties, anger, and sadness; to be self-motivated; and to have empathy for others.

* + **Talent for communicating** Qualified Support Technician can communicate withend users of any level of experience, any personality, and any level of the corporate ladder. They can communicate technical information to nontechnical users and can acquire technical information from those who cannot explain the problem clearly. Qualified Support technicians also take the time to explain in simple terms why the problem occurred, how it can be avoided in the future, and how and where to get help when no SUPPORT TECHNICIAN is available. Qualified Support Technicians document the problems, their communications with users, and the solutions they try so that they can communicate even better with users the next time around.

■ **Ability to multitask and stay calm under pressure** Support technicians mustdeal with on-going problems, multiple open troubleshooting tickets, deadlines for meeting **service level agreements (SLAs)**, accountability to upper management and end users, and ambiguous problems. While dealing with these issues, Support technicians must be able to work effectively and calmly under pressure. Support Technicians must also respond calmly when an end user becomes frustrated or angry, and they must maintain a professional demeanour at all times.

* **Technical aptitude** Support technicians have a natural aptitude for computers,hardware, and software and for configuring each. They enjoy working with the technologies; have workstations at home at which they troubleshoot problems in their spare time; welcome new technologies; and show a talent for seeing the big picture in terms of networks, components, shared files and folders, and problems. Having the ability to see the big picture is the first step to becoming an expert in your field.
* **Capacity to solve problems** Talented Support Technicians have the capacity tosolve problems quickly. They are good at solving logic problems, uncovering hidden clues, chasing leads, and discovering and attempting solutions without complicating the problem further. Communication and linear and logical troubleshooting abilities are the top skills employers look for. The technical aspect can be taught much more easily than these skills because they have more to do with overall intelligence, personality, and social abilities than technical skills do. You must strive to develop critical thinking and problem-solving skills and learn to “read the signs” when dealing with a problem. The better you are at seeing the signs and the big picture, the better you will be as a Support Technician. The capacity to solve problems can be improved through training, experience, trial and error, observation, and working with higher-level Support technicians