

Production Support Technician Job Description

Product support technician handles technical requests filed by customer service and in-house production. Their primary responsibility is troubleshooting and resolving errors, and throughout their work they must constantly log details for later reports and to provide engineering department with updates. When not fixing issues, they assist other engineers by contributing to product development and improving processes.

Production Support Technician Duties and Responsibilities

Troubleshoot Issues

When technical issues with the product arise, production support technicians must act quickly to analyze the available data and find the root cause of the problem. They may then develop a solution themselves or pass the problem on to other engineering team members.

Prepare Technical Documentation

Production support technicians prepare documentation when logging product issues, as they must note all details, including their observations, diagnoses, and action steps. Other common tasks include weekly reports summarizing production performance, release notes for upgrades, and troubleshooting guides.

Suggest Improvements

Because production support technicians deal with product issues firsthand, they can readily suggest overall product improvements. Ideally, they should also proactively evaluate engineering processes and provide recommendations to increase efficiency.

Production Support Technician Skills and Qualifications

Production support technicians are analytical individuals who use critical thinking and technical expertise to relentlessly improve products. Good communication skills come in handy, as do the abilities to multitask and work well under pressure. In addition to technical training in a field related to technology or engineering, production support technicians should have the following skills:

Problem-solving skills –excel at resolving problems encountered by users, whether these require only quick fixes or major collaborative efforts across various departments

Technical expertise –must have a deep understanding of the product they handle as well as the processes behind it

Customer service –must communicate well with customers, paying attention to their concerns and providing clear, regular updates for ongoing requests

Attention to detail – it's crucial to be mindful of details since their tasks include creating extensive documentation, tracking errors, and making changes to products

Multitasking –handle technical issues from multiple customers at the same time, along with other responsibilities such as writing reports and participating in manufacturing or development.