

Career Bands, Career Levels, Functions and Disciplines

Functions and Disciplines Definitions (continued)

| <u>Code</u> | <u>Function</u> |
|---|---|
| AMT | Technical Customer Support |
| Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance. Responds to customer questions regarding operation and malfunctions. Advises customers on preventative maintenance and configuration adjustments to improve product performance and customer satisfaction. | |
| Applicable Career Bands M (Supervisory/Management) P (Professional) T (Technical Support) | |
| Discipline | |
| AMT000-EX | Technical Customer Support Executive <ul style="list-style-type: none"> • Has primary responsibility for the delivery of one or more technical services for the organization's products • Directs services that are typically funded by sales, including standard and escalated technical support, repairs, and field service engineering |
| AMT000 | Technical Customer Support Generalist/Multidiscipline <ul style="list-style-type: none"> • Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance of products and services • Responsibilities are within the Technical Customer Support Function as a generalist or in a combination of Disciplines |
| AMT010 | Technical Customer Support - Remote/Help Desk <ul style="list-style-type: none"> • Delivers remote (e.g., telephone, online) post-sale troubleshooting and diagnostic support services to ensure that all products and services function properly • Resolves technical support inquiries directly or indirectly through onsite and/or remote first-level support representatives |
| AMT020 | Technical Customer Support - Customer Site <ul style="list-style-type: none"> • Delivers post-sale services at customer sites including installation, maintenance and repair of organization and third-party products and services to ensure that all function properly • Ensures customer satisfaction by advising customers on preventative maintenance and configurations that may favorably impact performance |
| AMT999 | Technical Customer Support - No Applicable Discipline <ul style="list-style-type: none"> • Responsibilities are within the Technical Customer Support Function but are not described in other Discipline summaries |