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# Example of Account Support Job Description

Our company is looking for an account support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for account support

* Provide information to the Logistics Analyst for account-specific Parts Plans
* Assist with determining Out-of-Scope services rendered to the customer
* Responsible for monitoring the assigned customer (s) service call queue and required to provide technical assistance to Service Technicians
* First point of technical escalation and responsible for problem resolution for assigned clients
* Responsible for review of parts suggested by customer and sourcing additional parts as necessary
* Maintain current and accurate service ticket data
* Provide common problem reporting for management as requested
* Contribute to continuous Service Level achievement for assigned account(s) through logistics and technical support activity
* Provides trending technical data for use at customer meetings, with focused improvements where needed
* End-to-end call review and process feedback where applicable

## Qualifications for account support

* General knowledge in Storage and/or Virtualization Technology or the ability to quickly acquire this knowledge
* Able to perform case management functions, any type of customer
* Able to follow standard Service Review Meeting procedures
* Able to work as a “buddy” with junior level Support Account Managers, through coaching them on standard job tasks
* Participate in cross-functional activities when invited
* Participate and contribute to new programs or initiatives when invited