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# Example of Advanced Support Job Description

Our innovative and growing company is looking for an advanced support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for advanced support

* Dynamic role in supporting the Advanced Customer Support business, North America Region
* Understand opportunities and risk potential in the forecasts and help analyze their impact
* Create scenario modeling, communicate to manager, areas of concern and actions required to meet financial commitments
* Provide support for Finance, Operations, Delivery, and Sales inquiries
* Drive automation of reporting within the group
* Possess a good basic understanding of the operation of 4160, 480, 277, 220 & 110 volt AC circuits, three phase AC power, transformers, electrical controls, electrical distribution, the relationship between voltage, current & resistance, motor controllers, contactors, starters & relays, DC & AC motor operations
* Possess a good basic understanding of the installation, operation, and maintenance of complex industrial electrical distribution systems including transformers, circuit breakers, buss ducts, tap boxes, conduit runs, buss plugs, buss drops, motor control centers, main machinery disconnect wiring, control wiring, fuses
* Manage and direct preparedness training programs offered by the AEMRC
* Develop and monitor annual goals and objectives
* Prepare and manage the annual AHLS budget

## Qualifications for advanced support

* Must demonstrate, via testing an above average knowledge of RCCC policy, procedures, tool usage, and subject matter knowledge
* Will have demonstrated sound judgment when dealing with customers and peers
* Working knowledge of Time Warner Cable Digital Phone product (1year is preferred)
* 6 mos - 1 year experience in a technical field, preferably with responsibility for LAN/WAN configuration, support, and interoperability preferred
* 6 mos - 1 yr previous experience communicating with corporate customers in technical support environment preferred
* Technology insight if it comes to Databases, and Operating Systems