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# Example of Agent Support Job Description

Our company is growing rapidly and is hiring for an agent 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 agent support

* Assembles kits required for aircraft checks
* Performs monthly shelf life checks and physical inventory counts
* Must meet qualifications as required in lower level classifications
* Provides application lifecycle technical expertise for the support, monitoring, troubleshooting, change and enhancement of SAP package in accordance with contractual terms and conditions and established technical standards
* Position will interact with every department in the company, with senior management
* Review all inventory as each unit gets to a local facility to ensure each unit is represented in the best way possible cross check to make sure information is correct
* Maintain ongoing tracking of work using approved productivity tools to ensure customer issues are properly tracked and are continuing to move toward satisfactory resolution within prescribed service level timelines
* Be available to take action on work as assigned
* Maintain operational documentation and participate in process improvement initiatives
* Any other ad hoc duties as required or requested by support management

## Qualifications for agent support

* Hardworking, attentive to details, customer-oriented
* Willing to work on 24-hour shift duties
* Familiarity with operating systems including Windows OS versions, Mac OS versions, Linux
* Ability to type using proper grammar at a rate of at least 25 words per minute
* Experience with desktop and/or online software and/or software troubleshooting
* Experience working with Internal and client Ticketing Systems for Incident and Problem Tracking