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# Example of Center Support Job Description

Our growing company is hiring for a center support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for center support

* Analyze alarm conditions presented by various internal management systems
* Record all customer contact information, reported issues, and troubleshooting efforts in the Company’s management database and/or Support Center system
* Keep supervisor informed about all computer and/or system anomalies
* Use and maintain knowledge base and other knowledge tools
* Complete individual assessments with clients and develop an Individual Treatment Plan (ITP) which will enable the individual to move toward being emotionally and spiritually responsible for their children
* Assist in administering the FSC Family Formation curriculum and expand knowledge in the FSC classroom
* Conduct individual, group and/or family therapy sessions and workshops
* Provide and document one on one case management
* Maintain all data and/or database needed to generate reports related to assigned activities
* Submit bi-weekly case management reports

## Qualifications for center support

* Previous Corporate/Legal IT Support experience
* Must be motivated and a team-oriented individual with excellent communication and customer service skills, and have a positive attitude
* Have demonstrated experience solving problems with a wide variety of computer software and hardware in a customer service environment
* Experience with Service Desk Express (SDE), Crystal Reports, SQL databases and/or antivirus software are highly beneficial
* Minimum 1 year direct experience
* Two (2) years of Help Desk/Support Center experience and one (1) year of prior supervisory experience strongly preferred