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# Example of Center Support Job Description

Our company is growing rapidly and is looking to fill the role of center 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 center support

* Ability to work independently as a remote support analyst
* Work efficiently and professionally with other Support Team Analysts
* Completing a training program to learn how to respond to various business-related issues and requests that are reported by associates throughout the company
* Observing other Analysts in the completion of job responsibilities, handling customer requests and reporting of incidents
* Demonstrating the ability to complete the responsibilities of a Support Center Analyst with direct supervision after 3 months of training and observation
* Demonstrating the ability to complete responsibilities of a Support Center Analyst with guidance and assistance from others as needed after 6 months of training and supervised performance
* Facilitates the Support Center's Quality Assurance program which includes the creation of score cards by functional area, the monthly review and grading of calls, emails, and other interactions
* Develop and deliver onsite and remote, end user, training for Franchise and Corporate system based on needs analysis
* Receives and prioritizes incoming telephone, voicemail, email and in-person requests for assistance from users experiencing problems with hardware, software, networking and other computing-related technologies
* Evaluates and resolves client computing issues in-person and remotely

## Qualifications for center support

* One (1) year of prior experience in an IT Help Desk/Support Center environment strongly preferred
* Experience working with at-risk populations, non-custodial fathers, families, children and youth is a must
* Knowledge of and prior success with group facilitation, individual counseling and family therapy
* Ability to balance multiple projects at one time and drive initiatives to completion
* Flexibility to adapt to an evolving business environment with changing priorities
* Assertive, self starter, motivated