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# Example of Customer Support Administrator Job Description

Our company is searching for experienced candidates for the position of customer support administrator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer support administrator

* Responsible for contractor payroll process
* Responsible for data entry, validation of data and integrity for all information entered into key systems
* Is able to Identify and extract key information from the system to support the strategic aims of the business
* Understands and applies legislation effecting the business and contractors, managing change in line with legislation
* Understands right to work requirements and restrictions, applying working knowledge applicable contractors
* Advises consultants and contractors on policies, compliance, and any other information that affects the business and/or the individual
* Complete ad hoc projects and duties as requested by supervisor
* Analyze file requests in order to ascertain whether customized IT programming is needed and submit business requirements for client specific enhancements
* Submit requests through Quality Assurance team and make updates to requests as needed
* Maintain Planned Maintenance customer agreements in the BMS database

## Qualifications for customer support administrator

* Knowledge of NAVEDTRA 43469 watch station 302, or NAVEDTRA 43355-1
* Bachelor degree from an accredited college or university or CNSSI 4115/4016 Certificate
* Ability to work with a sense of urgency in an aggressive, multi-tasking environment
* Applicant must have a current Secret clearance and may be subject to a security investigation to obtain and maintain a Secret security clearance issued by the US Government
* Serving Others
* Knowledge of Microsoft Office (Excel, Word, PowerPoint, VISIO)