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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

* Works Closely with senior computer specialists to ensure customer satisfaction
* Demonstrate a solid understanding of networking protocols TCP/IP, DNS, SFTP, HTTP, SSH
* Ability to perform systems testing, compatibility testing and functional testing for new releases, upgrades, and security (IAVA) updates to the NTCSS & OOMA systems
* Demonstrate a working knowledge with various storage technologies such as SAN, NAS, RAID
* Provides administrative support for the Customer First department
* Provides administration support to Customer Technical Training & Customer Diagnostic Support, Business Development and Value Added service programs
* Provides SpeedDIAL training and support
* Provides "Request of Deviation of Warranty" coordination and support
* Answers Customer First Hot Line and responds promptly to customer issues
* Corresponds with customers via e-mail and letters

## Qualifications for customer support administrator

* Ability to work under pressure and with your own initiative
* 2+ years’ experience in an operational liaison role
* Strong B2B customer service focus
* Ability to troubleshoot, analyze and problem solve on projects and data issues
* Ability to work well independently, under pressure and multi-task
* Knowledge of Microsoft, including advanced MS Excel and MS Access