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# Example of Customer Support Job Description

Our company is looking to fill the role of customer support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer support

* Set clear objectives, evaluate progress, and instill a high performance culture with focus on team work, service excellence, and ownership for resolving customer issues
* Set-up, manage, and improve standards and procedures within the team
* Ensure working practices are well defined and operational with minimal disruption using technology to improve efficiency as appropriate
* Cascade business objectives and targets to the team
* Remain aware of new product developments and tactical direction to the business on customer service and support challenges
* Manage the customer relationship to ensure we provide seamless service
* Closely interact and communicate with customers, sales teams and customer support team and coordinate field support functions
* Implement Preventive and Corrective Maintenance programs for China Region
* Log into their phone - take calls from users
* No set scripts - but they do have the best course of action to present troubleshooting to resolve the calls

## Qualifications for customer support

* The individual should be a highly motivated team player with the ability to champion the benefits of the new approaches to others and to play a vital role in embedding and making these processes a success
* The role is required to assist with managing the expectations of our customers and to consistently surpass those expectations when it comes to the provision of service
* BS in CS/EE or equivalent plus 2-5 years of Data Center related experience
* CCIE highly regarded
* AES-CCMP encryption (AES- Counter w
* Experience with demanding high profile customers