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# Example of End User Support Job Description

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

## Responsibilities for end user support

* Coordinates resolution of user problems/requests with other IT personnel as needed
* Proposes on-going improvements to support processes and procedures
* Participates in the on-going development and improvement of the IT knowledge base
* Managing accounts in line with company new hires and terminations other system access requests
* Responsible for ordering IT equipment within the region
* Performs proactive maintenance on systems as needed
* Troubleshoots and resolves network related issues or escalates to the network team
* Tertiary responsibilities
* Other job duties as assigned by manager or supervisor
* Assist with system administration

## Qualifications for end user support

* Proficiency with supporting Windows 7, Mac OSX, and iOS and Android operating systems
* Possession of strong written and oral communications and problem solving skills required
* Must have strong customer service, interpersonal skills and telephone etiquette
* Operational discipline and thoroughness in all duties – , ticket updating and closure, status reporting, documentation, following process and procedure
* Ability to work well independently, with other team members and cross-functionally
* A natural orientation towards standards and metrics