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# Example of End User Support Job Description

Our innovative and growing company is searching for experienced candidates for the position of end user 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 end user support

* Support the end user support project work across the region
* Manage daily operations support of various workstation platforms (PCs, Macs, Mobile)
* Manage the daily moves, adds, changes, deletions, incident management, root cause analysis, and serve as escalation point
* Drive transformational initiatives to assist with modernization of the workstation infrastructure to meet the expectations and demands of a modern workforce
* Support service improvement efforts to reduce incidents, enhance existing support, and improve end user experience
* Create and maintain SOPs-Standard Operating Procedures, policies, SLAs, end-user training, technical and end user knowledgebase
* Manage vendor relationships, services, and contracts
* Participate with various stakeholders in maximizing the operational effectiveness of the workstation support environment, and in driving service improvements
* Participate in budget planning process
* Performs a broad range of complex systems and application support activities for executives

## Qualifications for end user support

* Minimum of 5 year working experience
* Extensive user experience in Apple operating systems
* Is able to prioritize and balance competing needs
* Apple Certified Macintosh Technician Certification
* DE using the LiveOps application to field end-user calls and provide service desk support
* Work, route and monitor trouble tickets using our ticketing system