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# Example of Line Support Job Description

Our growing company is looking to fill the role of line support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for line support

* Setting up new accounts on Exchange, Active Directory and client software systems
* Analyses, prioritises and solves problems raised via our Incident Management tool in line with business priorities
* Maintain an up-to-date knowledge of the supported applications and related technologies, through training and self-learning/investigation
* Develop and maintain an up-to-date knowledge of issues related to the implementation of the supported applications and related technologies, in order to achieve a consistently high standard of customer support
* Ensure all procedures are suitably documented and published in accordance with service standards
* Prepares technical reports by collecting, analysing, and summarising information and trend
* Following up and ensuring the dept
* Ad-hoc requests to help prepare presentations for R&F IT Summits, Town Halls, learning sessions, newsletters and dept
* Manage staff (Project Management Analyst, Sr Project Management Analyst) in accordance with organization's policies and applicable regulations
* Obtain and provide regular feedback to employees from other clinical project team members and key stakeholders to assist in personal and professional development

## Qualifications for line support

* Able to work independently through minimal guidance
* Emphasis on an attention to detail when completing work requirements
* Broad protocol knowledge
* In depth understanding of project management practices and strong history of demonstrated project management capabilities
* Proven ability to manage a team and work through others in a global environment to deliver results to the appropriate quality and timeline metrics
* Excellent customer service skills and demonstrated ability to understand customer needs, have difficult conversations with internal/external stakeholders and customers, and negotiate solutions