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# Example of Onsite Support Job Description

Our company is hiring for an onsite support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for onsite support

* Identify trends in reduced instrument performance and prescribe proactive parts replacement/out of cycle PM’s in order to mitigate instrument downtime
* Prepare day to day correspondence via email or telephone contacting clients over concerns and account questions
* Deliver training (in Spanish) to customer on-site in Mexico City in classroom environment one-on-one
* Complies with QHSE and IT policies
* Responsible and accountable for onsite support service levels and customer satisfaction
* Responsible for managing to regional onsite support operational budget
* Lead projects and initiatives as it relates to deployment of software
* Responsible for supporting Level 3 EIT Operations with physical onsite support of Infrastructure, Network, Telecom, Applications, and Security interventions
* Responsible for the administration, configuration, and operation of Telecom Systems and Voice circuits for North American Sites
* Responsible for Telecom related projects

## Qualifications for onsite support

* Excellent analytical and problem solving skills are necessary
* Must be able to travel (less than 20% annually) with potential overnight and air travel
* Must be able to operate a vehicle
* Knowledge of Web Application Firewall (incl
* Solid working knowledge of electronics and audiovisual equipment necessary
* Basic computer skills including Microsoft office are a must