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# Example of Onsite Support Job Description

Our company is hiring for an onsite 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 onsite support

* Review team procedures and adherence to established practices
* Lead procurement standards and procedures for end-user assets, including setting standards for equipment as it relates to end-user computer, phone, mobile device, applications, and peripherals
* Interface with business units to lead advocacy efforts in consolidating and or increasing efficiency in all technology related initiatives
* Interface with vendors to efficiently utilize outside resources and integrate these resources for the maximum benefit of corporate IT and the overall company
* Interface between Operations Teams to set guidelines and standards for Incident and Problem Management
* Lead efforts for Continual Self Improvement within the Onsite Support
* Work onsite at customer’s location
* 75% Provide end user support and assistance of workstations and peripherals within the hospital, campus and off-site locations
* 10%Documents work in progress and solutions to trouble calls using call tracking software
* Provides manager with daily status reports of ongoing projects

## Qualifications for onsite support

* Excellent work ethic, proven self-starter with excellent time management skills with the ability to use independent judgment and critical thinking effectively is a plus
* Must be eager to learn and grow, accept and apply feedback, and is dedicated to consistently delivering superior customer service
* Must have past experience leading a team
* Understands and articulates relational database concepts
* Excellent knowledge & experience on MS Excel – analysis and reporting – with the use of formulas, functions
* Insurance Background (review EOB, Understand, Follow- up, Balance)