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# Example of Service Support Job Description

Our company is growing rapidly and is looking to fill the role of service 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 service support

* Provides support at business & trade shows as needed
* Prepares accurate, legible and timely reports
* Regularly reviews all technical data for accuracy & clarity
* Performs other duties such as product repair and maintenance as directed by management
* Ensure high-level technical support is delivered to the Regions’ customers through remote helpdesk functionality
* Work with our customers, distributors, sales function and the wider service team to understand, adapt and improve the support provided to them
* Ensure that effective escalation takes place throughout the support chain, that suitable resources are identified and allocated to best effect to resolve situations and that managers across the Regions are made aware of issues and situations as they escalate
* Ensure knowledge is gathered from issues within the Regions, fed back to - PLM Service Engineering and Regional Specialists and is put to best use to drive improvements to the products and processes
* Monitor customer satisfaction through surveys employed or direct feedback and to plan and drive appropriate actions regionally or locally to address concerns identified
* Ensure that knowledge on solutions, new products and new techniques is made available to engineers, support staff, distributors and customers as appropriate

## Qualifications for service support

* Good understanding of infrastructure technologies
* Knows, understands, and demonstrates company policies, processes and procedures that apply to the Sears authorized service provider ASA Authorized Servicer Administration servicing products and areas not serviced by In-Home (and in some cases Carry-In) and SFO Service Flexibility Overflow providing repair capacity to supplement the In-Home district capacity in select markets
* Ability to effectively navigate and operate the systems
* Ability to effectively and professionally communicate with internal and external customers via telephone and email (Outlook Exchange)
* Ability to effectively read and manipulate reporting in Microsoft Excel
* Ability to effectively explain adverse situations and gain an understanding from the customer