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# Example of Staff Support Job Description

Our company is searching for experienced candidates for the position of staff support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for staff support

* Acts as HR liaison for new hire paperwork and onboarding
* Back-up for Lenexa, KS office Staff Assistant
* Receive and respond to client service requests utilizing standard customer service skills
* Undertake initial diagnostics of incident or received service request, use available tools (knowledge management, remote control & incident management applications) and resolve as many contacts as possible on first contact
* Accurately record and classify all incoming incidents with the appropriate priority, category and incident summary details
* Follow all Service Desk processes and work instructions regarding the handling of all customers and incidents
* Proactively flag incidents where no knowledge solution is found
* Meet or exceed the level of service defined for each client when responding to all incoming incidents
* Escalate to other resolving teams in a timely manner when not able to resolve at the desk
* Monitoring/ replenishing the printer paper requirement, faxes and

## Qualifications for staff support

* Must be able to lift up to 75 pounds or more
* Must be able to climb flights of stairs and ladders
* Must be able to bend over, twist, kneel, and squat
* Light maintenance as needed such as changing batteries, light bulbs, and shoveling the walk during the winter
* Must be 18 yrs or older, Driver’s license with clean driving record and ability to pass a state background check
* Minimum 10th Standard