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# Example of Support Supervisor Job Description

Our growing company is searching for experienced candidates for the position of support supervisor. 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 support supervisor

* Manage and direct the daily activities of operations support team
* Works in partnership with IT management to develop and enforce standards and procedures with regard to hardware, software levels, telecommunications, data communications, and operation system levels, the methods for maintaining their currency
* Deep understanding of the customers’ business, systems and processes
* Other general duties as assigned
* Coordinates and implements with training team members
* This position supervises employees working in the Emergency Response Center
* Schedules can be flexible
* Great opportunity for growth, defined career path
* May have ability to work remote as needed after 8 or 10 months into role (Must demonstrate ability to hit goals, depends on workflow)
* Prior to technician is on board, complete inspection on returned defective compressor and part in service Centre

## Qualifications for support supervisor

* Microsoft Windows 7, Outlook, Office Products, and Anti-virus detection software and removal
* Must have at least four years of experience supervising a general support services activity of the type to which assigned
* Ability to exercise independent, competent judgment in dealing with day-to-day matters affecting the operation to which assigned
* Interpreter Certification from recognized institutions, the Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD) or State Certification/Licensure
* Must be a Delaware resident
* Proficient with MIcrosoft Office Suite, specifically Excel, Outlook and SharePoint