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# Example of Support Supervisor Job Description

Our company is growing rapidly and 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

* Partner with LIFS Compliance (on ACTS Bulletins, Compliance Mailings, and Compliance Projects)
* Special Projects/System Initiatives/Procedure Review as necessary
* Supervise and provide direction to Sales Support Staff including performance management
* Generally required to be skilled in the activities of the Sales Support Staff they supervise and will be responsible for performing the tasks of the employees in the team
* Monitor established process performance metrics for assigned area of responsibility and initiate preventive and corrective actions as needed, coordinating across locations
* Ensure the development, implementation, and execution of process guidelines for the processes assigned across all locations
* Responsible for the oversight and management of multiple processes
* Accountable for in-depth knowledge and execution of sales programs to ensure compliance to implementation plans
* Monitor and manage workflow and staffing to meet deadlines
* Supervise, train and mentor onsite team

## Qualifications for support supervisor

* Experienced with troubleshooting with remote technology software and setups
* Comfortable working remotely when not traveling
* Active Directory Services and related roles (directory Services, DHCP, Radius, LDAP)
* Experience with LAN, WAN, and WLAN Cisco devices
* 2 years in Customer support in a contact center environment
* Knowledge of internet browsing & searching