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# Example of Systems Support Specialist Job Description

Our company is searching for experienced candidates for the position of systems support specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for systems support specialist

* General group process enhancements (miscellaneous group spreadsheets)
* Contribute FAQs or documentation, monthly patching audits
* Providing round the clock, 7 days a week, on-site support with on-call support duties rotating between team members
* Perform troubleshooting and working with hardware and software issues
* Accurately maintain an asset record of all the installed and spare equipment
* Provide direct, high value technical support to customer’s IT and end-users, internal account teams
* Leveraging problem management processes, determine and execute on opportunities to prevent incidents
* Work with product development, Quality Assurance and documentation teams during product development to ensure quality and to represent the needs of the enterprise-level customer
* Develop training plans and mentor new team members staff with key customers
* Act as the liaison between the operational units and the sales team to ensure a smooth and complete installation of new clients' account information

## Qualifications for systems support specialist

* Lync Desktop Client 2010/2013 experience or Lync-related certification preferred
* SQL knowledge/experience a plus and 3- 5 years of IT troubleshooting experience is required
* Practical knowledge of Linux Administration and troubleshooting (RHEL 5 and beyond preferred) – 7-10yrs
* OS package management and patching
* Log parsing, investigation, and rotation mechanisms
* Application management (understanding of boot time and manual start/stop processes, troubleshooting practices and system process analysis