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# Example of Tier Support Job Description

Our innovative and growing company is hiring for a tier support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for tier support

* Boost team with solid and consistent corporate leadership and support to the field
* The HR Support Specialist will work closely with HR Business Partners to provide support and ensure there is continuous focus on timeliness, accuracy, efficiency, effectiveness, customer service and quality
* It’s a mandatory requirement to learn, have a full and thorough understanding of all systems used by the Employee Care Center
* Providing initial response and basic troubleshooting for customer related issues in adherence to departmental policies and procedures
* Take initial customer calls and provide basic support, dispatching support to Tier II, as necessary
* Open, track, and close all trouble tickets, ensuring issues are accurately documented
* Prepare and distribute a variety of metrics reports (e.g., application performance, application errors, trouble tickets, ), as requested by supervisor
* Assist in Delivery owned tool functionality, Downstream interface linkages (revenue, Order Credit, etc), Follow Change Management process as required
* Maintain an accurate record of activities using JIRA
* Work on day-to-day incidents for our home office and international associates

## Qualifications for tier support

* The ability to work a flexible and/or a rotating schedule
* Linguistics Major
* Familiarity with SQL Server 2008 or 2012
* VMware and Hyper-V support experience
* Cisco CUCM and Cisco UCCE/CVP experience
* Support of AVTech Environmental Monitoring equipment