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# Example of User Support Job Description

Our growing company is hiring for an user support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for user support

* Execute software installation and deployment to computing systems
* Assist with optimization of user experience of Reports, Dashboards, and Content areas
* Identify and correct data discrepancies and data quality problems and work on solutions to fix these problems long term with CRM Director and User groups
* Support users of information systems by triaging calls, researching standard and complex problems and questions, responding with answers or interventions, tracking calls, and analyzing call data for trends and common system problems
* Diagnoses and resolves complex problems, questions and inquiries encountered by clients according to established practices
* Reviews user's application needs and develops associated support strategies and plans to meet business goals and objectives
* Supports desktop applications for both the teaching and administrative needs of the NU-Q community
* Provide end-user support for Stevens’ systems and applications
* Serve as a member of the team that provides first-point-of-contact and highest possible initial problem-resolution for all members of the Stevens’ community
* Supervise and mentor student employees, including but not limited to hiring, creating work schedules, approving time worked

## Qualifications for user support

* 1 -2 years of experience working in an operational support environment, supporting internal users
* Experience as an end user of Salesforce.com, similar CRM product , or relational database
* Ability to effectively communicate with people at all levels of the organization to define problems and present solutions
* Effective prioritization and multi-tasking skills
* Ability to work with internal and external customers, troubleshooting issues by phone and in person
* Comfort in managing day-to-day vendor relationships