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# Example of User Support Job Description

Our innovative and growing company is looking to fill the role of user support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for user support

* Instruct GU-Qatar faculty, staff, and students through training on supported software packages and systems, system migrations and integrations, and orientation programs to ensure users have the skills necessary to function in the technology environment
* Appropriately addresses fixes through delivering correct information on standards, processing instructions, or correct usage of systems
* Research and analyze issues and verify data for each ticket assigned
* Provide professional, courteous, and knowledgeable customer service in accordance with Service Level Agreements
* Create documentation when required
* Visit Stevens’ faculty and staff offices to provide support
* Create end-user documentation and materials for Stevens’ ITSM Service Catalog
* Develop and deliver end-user documentation, training sessions, and workshops to users for Stevens’ systems and applications
* Ensure that incidents reported to User Support Services are properly triaged and recorded, and that problems that cannot be resolved by Level 1 support are then directed to the proper SMEs and Level 2/3 staff and that corrective action is taken in a timely manner to resolve the user’s needs and to prevent similar issues in the future
* Collaborate with Campus Partners to provide world class end-user support for Stevens systems and applications

## Qualifications for user support

* Troubleshoot and repair laptops, desktops, mobile devices and peripherals
* Monitor, route, and resolve trouble tickets using ticketing system
* Monitor the help desk phone line
* Access provision, troubleshooting and resolving daily issues reported by users
* Provide Level 1 technical support for Windows/Linux platform issues
* Be an excellent communicator in English, both written and verbally