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# Example of User Support Job Description

Our company is growing rapidly and is searching for experienced candidates for the position 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

* Actively support the operations of the Division of Information Technology and all Technology initiatives at Stevens
* Service Provision
* To provide 1st / 2nd line technical support
* Provide support for A/V, multimedia and conference room support across campus
* Standardizing and implementing AV technology to support various modes of use
* Working with various audio visual integrators to select and install best-in-class audio visual technology
* Supporting the general operations of the Division of Information Technology
* Recommends application changes to address frequent support issues encountered by users
* Access management for all the enterprise application
* Establish an initial diagnosis of incidents and escalate service calls that cannot be resolved to the appropriate group

## Qualifications for user support

* Fair knowledge on Active Directory Configuration and troubleshooting
* Fair knowledge on Microsoft Exchange 2007 and Above
* Administration knowledge on AIRWATCH technology
* PowerShell or VB scripting
* Linux RedHat Server Administration
* NetApp NAS and Hitachi SAN Administration