



# Example of Admin Support Job Description

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Our innovative and growing company is looking to fill the role of admin 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 admin support

- You will document service request with appropriate communication with customer for resolution, and observations, if any, using incident and service request management system
  - You will understand business requirements and provide appropriate solutions within the approved budget and timelines
  - You will provide appropriate support according to roles and SLA
  - You will comply with and be aware of HW, SW and Security policies
  - You will collaborate with other IT domains and non-IT stakeholders to provide the required level of service and incident resolution
  - You will ensure timely support to VIP customers and appropriate TAT for critical project requirements
  - You will participate in POCs and global PC projects, and undertake testing of new generation PC equipment such as desktops, laptops, screens, dumb terminals
  - You will support war-room provisioning, town-hall support, meeting room support
  - You will manage and lead Root Cause Analysis, Lessons Learned and prevention processes to meet high standard deliverables and ensure company methodology is followed
  - You will have responsibility of setting up, configuring, maintaining and supporting the PC endpoints used by employees in the organization
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- Must be detail oriented and be able to understand complex systems, work flows and tools
- Capable of working with internal teams at Clover to define and prioritize product feature enhancements to help our merchants grow and succeed
- Experience with PeopleSoft is highly preferred
- Strong attention to detail, strong multi-tasking abilities
- Friendly, yet professional
- Comfort in a fast-paced environment with multiple initiatives underway at any given time