



Example of Advanced Support Job Description

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

- Communicate between segment knowledge leaders and Level 2 teams
- Communicate knowledge team activities to Level 2 teams (knowledge processes, YouTube video notification emails)
- Create and publish monthly customer support newsletter
- Organize/coordinate open technical discussions
- Provide guidance and training to knowledge support Interns
- Monitor support forums and drive participation
- Perform basic functions as a YouTube channel administrator (posting videos, reviewing metrics)
- Support weekend testing/implementations for clients and applications company/client contingency testing for premier applications
- Work closely with support teams/application programmers to help mitigate and resolve incidents within in a timely manner
- Assist engineers with other work as required

Qualifications for advanced support

- This position will supervise approximately a staff of eight Commercial Customer Support Engineers
- Experience in order entry/support role in the telecommunications industry (Ideally CLEC background with strong voice and data expertise-including PRI, Metro Ethernet, and Fiber based products)

- Ability to pull Customer Service Records (CSR's) for customers and familiarity with other LEC policies for Local Number Portability
- Ability to explain to customer how we deliver solutions and what their options on the order form represent
- Knowledge in Computer Networks