



Example of Community Support Job Description

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Our innovative and growing company is looking for a community support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for community support

- Implement the onboarding program for new Branch Managers and key staff
- Engaging directly with client developers in client communities including client properties and outside open-source communities to answer technical questions and help solve developer problems Being the voice and advocate for our developers, reporting and acting on observed areas for improvement
- Providing prompt, efficient, detailed, customer-oriented service to client developers
- Building and updating client scaled documentation to help developers deliver solutions
- Working with developer support agents to ensure a consistent and high-quality level of support
- Understanding how our developers use client services, and providing valuable feedback to business and development teams
- Actively seeking solutions to developer needs, communicating trends to the org, and suggesting innovative solutions
- Assuming responsibility for developing detailed knowledge about game engine integrations and specific product lines and features
- Improving internal efficiency and developer happiness by actively finding opportunities to optimize existing or new processes and tools
- Gather the appropriate planning team and develop project plan

Qualifications for community support

- 3+ years of experience with providing mission support to DoD higher headquarters organizations
- Experience with working in a program office supporting a DoD acquisition program or Service or Joint Requirements development organization a plus
- Experience with C2 and IT fields a plus
- Possession of excellent oral and written communication skills, including strict attention to detail
- Auto liability coverage
- Stellar product expertise