



# Example of Customer Support Administrator Job Description

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Our innovative and growing company is hiring for a customer support administrator. 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 customer support administrator

- Generates and runs daily, weekly, and monthly Sales Reports
- Creates custom reports as directed by the Sales and Commercial Customer Service Team
- Fully supports and assists Sales and Commercial Customer Service Representatives on obtaining answers to customer order status and issues
- Serve as back up to the Sales and Commercial Team's Customer Service Reps and to be able to fill in and support in the event of absences, vacations, training
- Performs other duties as assigned by the Manager of Sales, Commercial, & Distribution Operations
- Provide System Administration Services and training to fleet customers operating NTCSS and NTCSS in a Virtual Environment
- Provide System Administration Services and training to fleet customers operating OOMA and OOMA in a Virtual Environment
- Perform data analysis, , troubleshoot and correct application-created data anomalies and corrupt database tables for NTCSS sites
- Have a working knowledge of Remedy and the SPAWARSYSCEN Information Technology Service Management tool used in the tracking of all software related trouble reports, change proposals and fleet assistance request actions
- Provide advanced technical support and administration of systems including but not limited to VMWARE ESX Server, LINUX, UNIX, and Windows

## Qualifications for customer support administrator

- Teamwork Ability to work through conflict and use effective problem solving techniques
- Develop a positive relationship between both Inside and Outside Planned Maintenance Sales
- Leadership Lead by example Follow through on commitments and encourage teamwork
- Experience with IIS web-services and SQL is plus
- Familiarization with DOJ classified infrastructure and applications
- Current DOJ suitability clearance