



Example of Customer Support Job Description

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Our growing company is hiring for a customer 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 customer support

- Provide efficient and professional management of the documentation through coordination with other functional teams and/or world areas
- Supply chain management including trade compliance for MEA region
- To provide via a swift response to emails coming through the Customer Quality team on a daily basis and within a set timeframe
- Being the point of contact for the group operations and Mobility manager, to support and resolve Mobex queries, in addition to the business support analysis
- To manage and maintain the administration tables within MOBEX, following an agreed test plan for all changes
- To support all major and minor MOBEX enhancements, through full UAT testing, system step by step guides and process mapping, supporting the business in delivering robust system changes
- Support quarterly supplier stakeholder meeting, documenting future Mobex requirements, immediate system defect, business processes gaps working alongside IS and the business to feedback the output, maintain a tacker of an actions
- Investigate and propose new developments that may be usefully applicable to the wider business to improve the current service
- Manage email, telephone and on-line inquiries and logging such into the appropriate CRM system, routing them as appropriate to the various support teams

Qualifications for customer support

- Ability to understand the political dynamics that influence policy development
- Robust analytical thinking and strong research abilities
- Ability to synthesize complex educational policies and political issues into understandable, succinct, and engaging exposition
- Ability to learn and use web-based office applications for online collaboration, document/content management, and intranet management (such as SharePoint)
- Experience and knowledge of VMware, ESXi 5 and higher, JVM
- Understanding of application components and functionality