

Example of Data Support Job Description

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

- Provide general database and surrounding process management – maintenance, general troubleshooting and support services in case of acquisitions or other project related changes
- Efficiently handle inquiries from customer services, sales force, scientific support, leadership or other functions regarding customer data and generation of quotes or other customer facing documents using customer data
- Be accountable to ensure 100% data satisfaction within required timelines
- Build expertise to become domain expert within all related systems to manage and complete all work (Build an understanding of where to get key information and how to present it to the functional and technical teams)
- Create and maintain SOPs and User Guides related to owned processes
- Participate in the creation and maintenance of dashboards that can be used to drive business results
- Proactively support internal customers by independently handling all assigned administrative duties and taking direction from and balancing the needs of multiple staff members
- Leading the “Resolving Agency” for Supply Chain Finance data issues, managed through the “Remedy” support tool
- Performing ‘root cause analysis’ on standard and net cost issues and coordinating corrective actions across wider resolving agencies as required – GMS, LOC

CAD and QuoteIT designed to support improved customer experience and increase quote conversion

Qualifications for data support

- Have strong technical writing and verbal skills and exude self-confidence
- Must successfully pass Construction Support Data Specialist Qualification test
- Must have a general knowledge of Company operations, policies and practices related to distribution pipeline/service construction, , paving operations and permitting process
- Demonstrate PC and mainframe skills
- Possess attention to detail and with accuracy
- Ability to analyze and process jobs for construction, permitting and paving