



Example of Line Support Job Description

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Our company is looking for a line 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 line support

- An IT related degree
- A minimum of 2 year work experience in either the IT or customer service industry
- In depth knowledge of Microsoft Windows and Office, (full training will be given on our Proclaim system)
- To follow Company policies and display conduct expected of T.E.A.M
- Responsible for correct resin/colorant conveyance to all Molding presses and storage locations
- Required to operate resin blenders, dryers, hoppers and any other machinery that falls in the purview of this position
- Responsible for data collection and ensuring the correct tracking of incoming and outgoing resin deliveries
- Responsible for properly weighing and documenting resin containers
- Perform and document inventory cycle counts
- Support daily production by providing the proper racks or totes etc... for the material that is being produced at all of the presses, removing the racks or totes when they are deemed completed and properly labeled

Qualifications for line support

- Proactively monitor and take needed actions
- Resolve tickets and communicate with the users

- University degree in computer science or similar qualificationWorking experience in IT
- Experience with Remote support toolsExperience in Microsoft desktop and server OS support, as wells as in upgrading desktop and server OS
- Basic knowledge in Linux OS especially RHEL, SuSE, CentOS