



# Example of Network Support Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our growing company is looking to fill the role of network support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for network support

- Manage WMS network elements using various computer-based tools (Solarwinds, Alarm System, Performance Management Systems, Ticket System)
- Analysis and resolution of real network issues
- Assisting the helpdesk with any network issues that may arise
- Interface with Visa clients and vendors internal technical support staff
- Candidate will provide Communications, Computer and Network support
- Candidate will provide support in applying mission and threat analysis and operational expertise to the development of test plans/concept and the execution of the Distributed Common Ground System (DCGS)
- Candidate will assist the AFOTEC test team in providing the full range of support as an Operational Analyst on the DCGS and ASIP systems
- Required to make the first line assistance in a support mode to users
- Evaluation, modification and development of the network and system infrastructure, with the aim of contributing to optimization
- Acting as a point of contact on network and system problems for internal staff, with the aim of providing them with solutions

## Qualifications for network support

- Ability to effectively juggle and multi-tasking
- Other miscellaneous duties and tasks assigned or requested by supervisor
- Support other IT staff with open and unresolved issues

- Cover and resolve any outstanding Service Desk related issues in an effort to help all IT members resolve tickets as quickly and efficiently as possible