



Example of Software Support Specialist Job Description

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Our innovative and growing company is searching for experienced candidates for the position of software support specialist. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for software support specialist

- Receive, investigate and resolve customer functional and technical issues
- Document all support information in centralized database
- Escalate customer issues as needed
- Manage day-to-day activity of all customer oriented tasks to ensure schedule compliance
- Responsible for building and maintaining client relationships at both the Client's Primary System Administrator and Management level, providing ongoing total quality account management through teamwork and proactive client communication
- Provide client / end user support and technical issue resolution (via on-site, telephone, email, remote desktop)
- Build rapport and elicit problem details and feedback from end users
- Provide timely, efficient and pleasant follow up to user questions or issues
- Track and manage incidents to closure
- Document all incidents in incident tracking system (Samanage)

Qualifications for software support specialist

- Experience with variety of industry hardware platforms, operating systems and programming languages in addition of CDK developed products is preferred
- Initial knowledge of technology and/or industry is preferred

- Business knowledge or domain expertise is preferred
- Must be able to work Monday - Friday 8 a.m
- Must be able to work on call occasionally