



Example of Software Support Specialist Job Description

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Our company is searching for experienced candidates for the position of software support specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for software support specialist

- Investigate, triage, and escalate issues based on a detailed knowledge and understanding of current Laboratory Applications
- Assist with the preparation and execution of the software deployment at selected laboratory sites
- Assist with site acceptance testing
- Coordinate with Eurofins development teams to ensure site is prepared and transitions go smoothly
- Provide comprehensive ELN application support to users at Eurofins' Lancaster, PA site
- Assist users with completing ELN experiments that are interrupted by network or other issues
- Create and manage user ELN accounts (including monitoring for ELN users who leave the company)
- Assist users with integrated balance issues
- Escalate issues to the ELN department as necessary
- Work closely with the community of departmental ELN liaisons and power users to ensure adequate support coverage (in terms of time, department, and area of expertise)

Qualifications for software support specialist

- Superior phone presence, written language skills and professional demeanor

- Must have experience with all Microsoft Office applications
- Must have experience with issue tracking systems
- Knowledge of commercial door and hardware industry a plus