



Example of Software Support Job Description

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Our innovative and growing company is hiring for a software support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for software support

- You will provides engineering expertise to troubleshoot, modify and engineer software solutions and configurations to ensure the product/solution performs within optimal design specifications
- You will Investigate, debugs and reproduces issues, provides fixes and workarounds and verifies changes to ensure continued operability of the software solution
- You will demonstrate continuous improvements and increased efficiency to the software or business processes by utilizing Software Engineering tools, innovative techniques and the reuse of existing solutions
- You will contribute to meeting the SLAs and KPIs as applicable for the account and unit - for example, responsiveness, resolution, software quality SLAs, etc
- You will have the opportunity to be exposed to advanced market technologies
- Facilitate the expansion and improvement of the configuration control, taking into consideration business requirements, processes, event correlation and integration of third party applications
- Perform ongoing maintenance of the infrastructure CC tools
- Support releases and patches, working with the infra team in the development center & customer site
- Apply in-depth knowledge of Infra Configuration Control area basic knowledge of several Infra areas, as is applicable to the division's requirements

Qualifications for software support

- Involvement in special efforts – project implementation, high workload events
- Issue resolution by being on conference calls
- Support during Production outages
- Analyze and mitigate Production issues
- Analyze and recommend process improvements
- Initiate pro-active efforts in order to increase efficiencies