



Example of Software Support Job Description

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Our company is looking to fill the role of software support. 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

- You will introduce continuous improvements and increase efficiency to the software or business processes by utilizing Software Engineering tools, innovative techniques and the reuse of existing solutions
- You will Communicates with internal/external customers to enhance the understanding of customer problems
- Provides technical assistance to customers and to field service engineers on on software driven products
- Assist with Annual Budgeting forecasting processes for IT
- You will maintain ownership for the resolution of complex technical problems, including debugging, simulations, locating bugs, tool and script development for problem diagnosis, troubleshooting and reproduction
- You will be responsible for providing resolution to issues within the parameters of contractual Service Level Agreements (SLAs)
- You will assume ownership and accountability of support for specific modules within an application
- You will serve as an expert on specific module or applications, and deal with complex assignments
- Working knowledge of operating system (for example file transfer)
- Has in-depth knowledge of at least 1 major product

Qualifications for software support

- Production Impact Analysis of functional enhancements

- Customer Support focused / product support background
- Experienced using major database
- The ability to demonstrably overcome adversity