



Example of Software Support Job Description

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Our growing company is looking for a software support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for software support

- Maintains current knowledge of the client's software
- Develop and ensure on-time completion of RPE templates and other deliverables
- Participate in team SCRUM meetings
- Identify, document, and champion RPE best practices and improvements which help engineers be more productive
- Takes ownership of support tasks, investigating the complaint and communicating effectively and efficiently with users experiencing difficulty
- Contributes, where possible, to the verification and resolution of defects identified within the software systems
- Escalates issues of a high priority or severe nature to their line manager
- Utilises, updates and supports the Knowledge Base, contributing details of resolutions and using accessible information to resolve faults
- Works to industry best practices, being responsible for their actions
- Demonstrates a willingness to learn and takes an active interest in technology

Qualifications for software support

- Configure operating systems for various proofs of concepts
- Candidate should have knowledge of hardware maintenance for installation and post-sales support
- This would include racking, powering, cabling (disk array, network) and troubleshooting of software and hardware components
- Knowledge of Joint Capability Areas, the Net Ready

- Associates or Bachelor's degree in graphic arts & 3 years related production experience