



Example of Software Support Job Description

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

Responsibilities for software support

- You advise customers on how to anticipate towards future problems and make suggestions to offer a structured solution
- Support and debug field issues
- Handle problem recognition, research, isolation, resolution and follow-up, and refer more complex problems to Sr
- Interpret stack traces
- Understand, troubleshoot, and modify source code
- Determine the root cause of a product failure with limited information
- Use a variety of operating systems, including Linux, Unix, and Windows
- Involved in and participate in daily IT incident management process and operational review
- Design and build various support, maintenance, and metrics gathering utilities
- Define and make suggestions that improve performance and process issues

Qualifications for software support

- Confidant communicator within large group settings or one to one trainings
- 18 months of experience working in a financial institution, a financial services organization, or software support or installation
- Jack Henry Silverlake Software and or 20/20 Software experience
- Self motivated and have the ability to work independently with a minimum of supervision

- Thorough understanding of PC's, DOS and Windows and the ability to learn a wide variety of software applications