



Example of Support Agent Job Description

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Our growing company is looking to fill the role of support agent. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for support agent

- Send invoices to customers
- Close projects in Oracle
- Develop records of daily data communication transactions, issues and remedial actions taken or installation activities
- Rectify computer problems, and suggest appropriate action/solutions
- Hardware repairs with the appropriate vendors
- May be required to cover additional shifts to include days, nights and weekends
- May need to cover holiday shifts to include day, nights and weekends
- Provide Market direction based on risk characteristics and selects appropriate alternatives from options that are clearly defined, but may involve uncommon variations
- Deliver excellent technical support to internal and external clients
- Respond to all levels of customer technical complaints or issues and those requiring escalation

Qualifications for support agent

- Minimum 1 year in equivalent support environment
- Familiar with systems like Salesforce, Intercom, Asana is a plus
- Strong interest and proficiency in general electronics, experience with technology troubleshooting and help highly preferred

- Minimum 3 to 5 years of experience in a Customer Service environment interacting with internal and external customers