



Example of Support Executive Job Description

Powered by www.VelvetJobs.com

Our growing company is searching for experienced candidates for the position of support executive. 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 executive

- Handle phone inquiries, diagnose issues, and effectively communicate issues and resolutions to users
- Use remote-control option to solve simple problems, Outlook settings, IE problems
- Develop plan to resolve problem or issue, route issue to appropriate IT staff member if problem is not within scope of own skill set
- Install software, modify passwords, and adjust user settings based on user needs
- Deploy new hardware systems (desktops, laptops, mobile devices, printers,) and software applications to corporate/property users and building facilities
- Back up all information prior to any modifications and assure accurate and extensive documentation for all changes
- Assist in providing support for server-based applications and for IT related systems
- Assist with inventory of current IT equipment and efficient and proper disposal of expired hardware
- ORespond to tickets, contact users and plan workload
- OTake ownership of the issue from end to end- from creation through the whole process and then through the resolution to ensure that issue has necessary follow through with end user

Qualifications for support executive

- Ideally strong base knowledge of vehicle product and manufacturer market activity
- Experience in a marketing, communications or sales environment
- Must thrive in a fast-paced organization and be able to manage many projects and tasks with ease
- Self-motivated with a proven ability to be a team player
- 7 + Years' experience in IT Customer hands-on support (senior executive support a plus)