



Example of Support Executive Job Description

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Our innovative and growing company is looking to fill the role of support executive. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for support executive

- OCheck to see if paper and toner is adequate
- OCheck to see if equipment is operational (no paper jams, power is on and general health
- OCheck and troubleshooting simple issues and escalation of complex issues to appropriate employees
- OCheck stock levels of standard equipment
- OConference room sweeps to verify Video Conferencing cabling, equipment settings as per defined checklist
- OChange out hardware components as requested and perform basic data transfers from old hard drive to new hard drive as needed
- OAbility to identify whether a failure exists and adequately describe the failure to the repair center or manufacturer
- In depth troubleshooting of software and hardware issues
- Secure password management for any and all provided passwords
- Support access to corporate network/wireless and applications both on network over VPN

Qualifications for support executive

- EMEA Payroll Team
- Good experience with supporting Windows and Mac machines
- Experience working with and support Jira
- Experience with Confluence (collaboration tool)

