Example of Support Services Representative Job Description

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Our company is looking to fill the role of support services representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for support services representative

- Performs secondary duties as defined by Supervisor within their area of specialty
- Log, categorize, and prioritize incoming support cases into ticketing system
- Report any issues using documented processes and procedures
- Escalate critical problems by engaging the appropriate systems administrator, network administrator, developers or external technical support service personnel
- Document problems and solutions into a knowledge base
- Edit and create training documentation
- Work various shifts including weekends as needed to support 24x7 Contact Center
- Communicate outage/emergency activities to supervisor
- Solve employee HR related request from Call / E-mail / Ticket within committed time with professional attitude and knowledge
- Follow employee contact center standard process and keep continuous improvement

Qualifications for support services representative

- Ability to think quickly and make decisions regarding customer or subcontractor questions/issues
- Execute instructions and to request clarification when needed

- Identify and anticipate business partner requirements, expectations and needs
- Excellent phone etiquette and customer interaction techniques
- A minimum of 2 years of experience in client service or technical support