



Example of Systems Support Job Description

Powered by www.VelvetJobs.com

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

Responsibilities for systems support

- Virus and malware remediation
- Respond to incoming IT requests via walk-ups, phone or email
- Track requests through successful resolution or escalate as necessary
- Actively communicate progress with end users
- Personnel on-boarding and off-boarding tasks, including computer preparation and account provisioning
- Coordinate equipment repairs with vendors including, but not limited to, Dell and Lenovo products
- Train staff on IT technology
- Document process and procedures for IT and end users
- Set up multimedia equipment for meetings and conferences
- Process-driven activities with daily and month-end operations that require interaction with multiple organizations based on ITIL processes, procedures and tools (primarily incident management) covering a flow of files on Unix environments (checking, confirming, processing, analyzing, forwarding, re-routing, re-processing, communicating around files)

Qualifications for systems support

- Journalistic background is a plus but not a must
- 2 to 4 year degree
- At least 3 years of experience in an IT technical support/desktop support position supporting Windows and Mac systems Web Applications

- Integrate support to align with the global team