



# Example of Systems Support Job Description

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Our company is looking for a systems support. 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 systems support

- IT Systems Support
- Identify, implement, and maintain processes and tools that streamline Service Management functions
- Develop and document standards, policies, procedures, services plans and key performance metrics that support the continual improvement of IT Services
- Provide employees with first response support and resolution for store systems, hardware, and applications
- Responsible for troubleshooting, escalating, and seeking first call resolution for all issues called into the Marketing Operations Support Center
- Handle various processes and functions of all Fleet/Commercial credit card accounts
- Answer, resolve/redirect and document all external and internal customer communications
- Troubleshoot, document, escalate, and resolve first call / first level customer service, and store systems and equipment issues
- Maintain database using the call center problem management software
- Act as immediate source of feedback to supervisor and/or manager on problem resolution and trends

## Qualifications for systems support

- Understand server workload management to know when systems have capacity for additional workload
- Ability to work in a heavily regulated work environment and follow appropriate SOX and FDA rules and regulations
- Ability to execute build and test documents
- Five+ years experience working with Solaris 10 and Solaris 11
- Storage Foundation, Storage Foundation HA, Storage Foundation for Oracle RAC (aka Veritas Cluster server, Veritas Volume Manager, Veritas Filesystem)