



Example of Systems Support Job Description

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Our growing company is hiring for a systems support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for systems support

- Responsible for recording all issues received via phone calls, emails and voicemail into the ticketing system
- Establish and continually increase working knowledge of United Fire Groups systems, screens, navigation, procedures and processing requirements
- Understand the entire online and offline user experience from A to Z
- Handle disputes and escalations with a sense of urgency and importance
- Walk users through systems, detailing their benefits and perks
- Record and communicate bugs and feedback to the developers and the leadership team
- Be proactive about user needs to address new challenges and opportunities
- Optifacts LMS & other lab applications deployed
- Systems reporting capabilities
- Report and communicate effectively across the IT staff, including the Director of IT

Qualifications for systems support

- Requires ability to work in a dynamic environment and multi-task
- MS Windows 7 and Windows Server 2008/12 knowledge, Active Directory
- Must hold a full UK drivers licence
- A keen interest in computer systems technology
- BASH/shell scripting – capable to create basic to intermediate level scripting solutions
- Practical knowledge of Solaris Administration and troubleshooting (Solaris 9.x

