



# Example of Web Support Job Description

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Our company is searching for experienced candidates for the position of web 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 web support

- Provide assistance with user access to our snap site platform
- Maintain proficiency in all website administrator platforms
- Maintain ongoing working knowledge of windows, excel, PowerPoint, access and all other windows applications
- Maintain a Strong sense of customer and user experience support
- Work directly with Website Pipeline to trouble shoot, enhance and maintain our current company site
- Assist with web demonstration when required by the sales team
- Build and maintain snap sites
- Handle multiple project priorities with a balance of speed and quality control
- Maintain a detail-oriented, service-oriented and resourceful attitude
- Maintain a high level of organizational and time management work habits

## Qualifications for web support

- Knowledge of JavaScript, Cascading Style Sheets (CSS), Hypertext Preprocessor (PHP) and dynamic Hypertext Markup Language (HTML)
- Proven verbal and written abilities both in fluent French and English
- Very flexible within operating hours (M-F 8 a.m
- Maintain exceptional knowledge and understanding of all pertinent procedures
- Meet required call handle times, benchmarks and metrics

