

Download File PDF Software Support Engineer Job Description

#Jenny



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Cool! I'am really happy

#Markus Jensen



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#Diego Butler



so many fake sites. this is the first one which worked! Many thanks

JOB DESCRIPTION	
Title	Software Support Engineer Reports to: IT Manager
Job Purpose	To provide software support services for software products supplied by the company. These will be both at the companies address and at customer's locations. To provide a technical training as required.
Accountabilities	
<ol style="list-style-type: none">1. Provide telephone and online helpdesk support to customers within the agreed SLAs and to ensure the customer receives a professional support service2. To plan and attend customer's sites to provide support services, that will include installation of software, associated hardware, and provide end-user training.3. Document all support activities and escalate unexpected functionality to other department members and code developers4. To support the senior developer in enhancing and maintaining the software based products owned by the company.5. Assist in the duties of other IT team members as required in achieving the department's service obligations.6. Be aware of and comply with all Company policies and work procedures, with specific attention to Quality, Security, Health and Safety7. Ensure all Company assets are protected from unauthorised access, disclosure, modification, destruction and interference8. Report security events or potential events which may result in a security risk for the Company	
Skills and Competencies	
<ul style="list-style-type: none">• Aptitude for computer maintenance, with good analytical and diagnostic skills.• Ability to record, communicate and transfer internal and external communications, both verbally and written with an attention to detail.• Customer service skills, ideally in IT support background desirable	
Person Specification - Experience and Personal Attributes	
<ul style="list-style-type: none">• Confidence to communicate effectively, must have a professional appearance and attitude with friendly disposition, able to gain credibility• Experience of a customer facing role, ideally in a software environment• Must be able to work on own initiative, self-disciplined and with minimum of supervision• Willingness and ability to learn• Ideally able to demonstrate up to date knowledge of PC operating systems used within a B2B IT environment, including database connectivity.	
Person Specification - Qualifications	
<ul style="list-style-type: none">• Educate to 'A' level standard or have gained relevant business experience• Have a Current UK Driving license	

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