This is a sample job description for an entry level phone support analyst for Enterprise Symantec AV product. After gaining expertise in this product, say one to three years, career opportunities include Platinum support, Sales Engineer, consulting, etc.

Job Requisition # :	055130
Job Title :	Product Support Analyst
Location :	Springfield, OR, USA
Job Family :	Services

Duties :

Symantec, a world leader in Information Integrity, is seeking qualified Customer Support Technicians for our Enterprise AntiVirus Gold Team. This candidate will be answering telephone calls and providing software support to corporate users of our network AntiVirus and security products. Agents will be expected to collect information related to product enhancement requests and document software problems from corporate users. Agents will also work on various projects such as writing technical notes, product documentation, and training of other employees, conducting research on customer problems, and other related duties.

At Symantec, we have a dedicated group of highly motivated team players whose balance of hard work and fun have made us one of the most successful software companies. We offer great perks including an on-site gym, adoption assistance and many others. With Symantec's global reach opportunities for advancement in the organization are available.

Requirements :

The ideal candidate should possess excellent customer service skills and a team focus. Candidates should have a fundamental knowledge of LAN, WAN, internetworking technologies, TCP/IP, and DNS. Understanding of NetWare and Windows environments is desired. Experience with UNIX/Linux and Solaris environments helpful. They should also have strong troubleshooting, follow through, interpersonal, verbal and written skills. Two year Technical Degree or equivalent experience. One year of technical support experience is preferred.