

2210 — Customer Support (CUSTSPT)

Involves the planning and delivery of customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements. Functions commonly performed by employees in this specialty may include: diagnosing and resolving problems in response to customer reported incidents; researching, evaluating, and providing feedback on problematic trends and patterns in customer support requirements; developing and maintaining problem tracking and resolution databases; installing, configuring, troubleshooting, and maintaining customer hardware and software; developing and managing customer service performance requirements; providing customer training; and/or ensuring the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services.