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# Example of HP Support Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of HP support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for HP support

* Perform sanity checks on HP ALM environment to share Infrastructure Requirements on existing to Infrastructure Partner
* Troubleshoot registered cases by end users on HP ALM (Quality Center) & follow mandatory SLAs to resolve the issues
* Perform integrations checks & implement HP ALM(QC) with other tool integrations
* Participate in HP ALM existing integration implementation with JIRA & TFS project by project
* Perform full-fledged trainings, presentations, coaching, seminars on HP ALM(Quality Center) to group of users
* Perform & Participate in tool evaluations, integrations and roll out at group level
* Configure auto-email rules
* Perform Complete Migration of ALM to ALM or legacy projects to ALM
* Participate in beta product testing on upcoming testing products by vendor
* Coordinate with other HP ALM Experts & other tools experts within the team

## Qualifications for HP support

* Ability to create custom reports using excel and OTA/API functions, based on the user requirements
* Negotiation skills - ability to resolve complex post sale issues in troubled strategic accounts
* Knowledge of support and service processes
* Some knowledge of sales & support structures
* Partner manager, support manager, delivery manager, operational manager or comparable past experience is a plus
* 2 to 4 years of end to end experience in HP ALM (Quality center) as tool administrator is must