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# Example of HP Support Job Description

Our company is growing rapidly and is looking to fill the role of HP support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for HP support

* ALM Project migration, restore and archive
* ALM Report creation and generation
* ALM Integration with other tools like ClearQuest
* ALM patch upgrade
* Licensing Support / issue resolution to teams using UFT
* Must be able to resolve user support tickets
* Must be able to resolve problem ticket and user issues
* IGrafx Origins Suite administration
* IRise Application End User Support
* Partner Special Pricing Support - working with Big Deal team to create new Big Deals for newly adopted contracts, add partners and products, update and renew expire Big Deals, rectify pricing and product discrepancies as needed

## Qualifications for HP support

* Ability to provide in-depth training on ALM features and functions
* Knowledge on HP ALM Requirements Management Module is advantage here
* Ability to multitask and work independently and meet expectations within projected timelines
* Excellent verbal & technical writing skills to effectively communicate with end-users and business partners
* An understanding of the Electricity industry and the regulatory environment that governs the industry is preferable
* Experience of producing and using MI to identify trends and achieve results