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# Example of IT Product Specialist Job Description

Our company is looking to fill the role of IT product specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT product specialist

* Provide second level diagnosis and troubleshooting in relation to incidents resulting from IFCS as per customers’ contractual SLA(s)
* Provide or facilitate incident fixes, including service request testing and release
* Provide impact assessments for new work requests including evaluations of design/build/test effort
* Provide recommendations for product enhancement or service improvement
* Daily maintenance of IFCS by performing daily checks
* Some business analysis work required from Project Managers or Business Analyst team
* Production fix code migration
* Operational governance checkpoint for all production code
* Execution of all production code into production
* Participate in continual production code deployment efforts

## Qualifications for IT product specialist

* Provide application support monitoring
* Proven ability with SQL and MS Office tools
* Knowledge of Service Now and Jira ITSM tooling
* Control M and Scheduling awareness
* ITIL understanding (Incident/Problem & Change)
* IT security awareness (InfoSec) and how it applies to data