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# Example of IT Product Specialist Job Description

Our company is searching for experienced candidates for the position of IT product specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for IT product specialist

* Create and maintain product specification documents that describe in detail how those systems should be represented in software
* Use the specification documents to accurately load and configure product data including pricing, part numbers, descriptions and fabrication information
* Design test cases, including the creation of CAD drawings, which rigorously validate the integrity of the loaded data against the specification
* Check the configured products to ensure accurate bills of material, including costing and pricing, for a wide variety of test models
* Provide product-specific training to customer service representatives regarding the configuration and quotation of the systems supported by the estimating software
* Troubleshoot configuration errors within the software and provide tested, documented solutions to the problems
* Act as tier 2-3 support for engineering questions regarding configured systems
* Take ownership of customer and partner issues through resolution and provide technical support to our customers and partners via phone, email and other support channels as required
* A self-driven role to provide superior customer service for IT based products within Mortara customer base
* Evaluate complex problems, collect data, establish facts, and accurately document detailed information about issues identified, troubleshooting steps, and problem resolution

## Qualifications for IT product specialist

* A customer centric approach to resolution of IT application related issues
* A commitment to accuracy, quality and peer review
* Ability to quickly find the root cause of any issue and efficiently pass onto the respective resolving party to ensure SLA compliance
* Ability to anticipate risks and issues and take positive action to minimize the probability and impact
* Ability to understand clients’ needs and priorities in a wider business context
* Ability to handle difficult situations if they arise