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# Example of Product Manager, Product Support Job Description

Our company is growing rapidly and is looking for a product manager, product support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for product manager, product support

* Provide relevant external / internal training (application, technical, soft skills )
* Maintain contact and interact with IT operations teams and managers, key application development groups and communities to enable a DevOps culture
* Manage large scale deployment schedules of components that require delivery in multiple locations, technology platforms, or across multiple support organizations
* Problem management of all major and minor issues that impact the operational models supported by GSM tools and solutions
* Participate / assist with annual planning of deliverables for GSM
* Establish, publish and monitor measurable team & group goals
* Establish and refine a process for Handover to Production/Support team
* Develop and execute project and process plans
* Implement policies, procedures and set operational goals
* Responsibility to ensure that the product support activities are being undertaken in accordance with the SBU/site contractual commitments

## Qualifications for product manager, product support

* Analytical and consulting skills sufficient to provide input, guidance, and/or recommendations to business partners
* Previous experience with team supervision or people management
* Solid experience with test tools (Clear2Pay, UL/Collis, ICC Solutions)
* Strategic thinking and prioritize for product features and launches
* Ability to identify key metrics to quantify product performance and usage
* Thorough understanding of UI design practices and paradigms