Downloaded from <https://www.velvetjobs.com/job-descriptions/senior-support-specialist>

# Example of Senior Support Specialist Job Description

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

## Responsibilities for senior support specialist

* Automate tasks, improve efficiency within the team
* Take lead role on projects and extended tasks
* Mentor and train first level support staff
* Manage incoming requests from the network utilizing various systems
* Provide the MatOps execution team with orders in a timely manner
* Process transactions within the ERP systems
* Perform inventory control functions and cycle count processes
* Complete tasks within applicable systems for compliance with Genzyme Quality Systems
* Assist all MatOps areas in the execution and management of short-term projects as required
* Manage daily metrics and report to management team

## Qualifications for senior support specialist

* Three to four years’ experience with the Ticketmaster System plus knowledge of TM advanced products including AccessManager, GroupManager, AccountManager and MailManager or relevant experience at a major Arena, Stadium, Team, Theater or Arts Organization
* Advanced proficiency in either TM host or Archtics
* Box office and season ticketing experience is a preferred
* Candidate must be service-oriented, possess good organizational and communication skills, and be able to successfully handle multiple priorities
* Bachelor degree in the field of computer science or 6-8 years equivalent work experience
* Extensive knowledge of computers, desktop operating systems, and connectivity thereof