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# Example of Service Management Specialist Job Description

Our innovative and growing company is hiring for a service management specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service management specialist

* Upgrading and providing new product introduction, of the BMC CONTROL-M environment from current 6.4 release, to the newer 8.0 release in all of their environments
* Working directly with individual applications, to facilitate their Control-M upgrade
* Delivering, implementing and supporting additional Control-M modules forecast, batch impact manager, self service and file transfer
* Implementing any security or upgrade patches, to the Control-M environment
* Excellent knowledge of component security, including Secure Sockets Layer (SSL), Full Control-M and Emerging Markets Security
* Excellent Control-M installation, configuration and administration skills for versions 640,7,8
* Excellent knowledge of the CTM, EM and CCM databases and structure
* Excellent knowledge of Control-M modules
* Good working knowledge of SCP , SSH, Oracle, AIX, Wintel, Linux (SUSE), Solaris and Networks
* Control-M Certified in either 6.4 or version 7 or 8

## Qualifications for service management specialist

* Skilled in the use of UNIX
* Knowledgeable and experienced using Perl, VBS and/or Java (beneficial)
* Supporting and operating the applications used by the business for trading
* Identifying and responding to events impacting the production environment
* Managing production incidents including technical resolution and business / management communication
* Determining the root cause of and remediating problems identified in the production environment