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# Example of Service Management Specialist Job Description

Our innovative and growing company is looking to fill the role of service management specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for service management specialist

* Actively maintaining and contributing to the application knowledgebase
* Participating in disaster recovery planning and testing
* Collaborating with partners in the infrastructure teams (Networks, UNIX, Wintel) and application developers
* Driving continuous improvement in the environment including monitoring, control and stability
* Experience of providing application support in an enterprise environment (a development or engineering background will also be considered)
* A technical background in UNIX (any flavour) and SQL
* Demonstrable learning agility and the ability to manage complexity in a varied and fast-paced environment
* Experience in using monitoring and alerting technologies, Geneos, Nagios, Netcool (beneficial)
* A technical knowledge of messaging technologies JMS / LBM / KDB (beneficial)
* Previous exposure to the financial services industry and a general knowledge of the banking industry (beneficial)

## Qualifications for service management specialist

* An excellent communicator across a variety of partners and stakeholders
* A strong team player with the ability to work in a global environment
* Dedicated and dependable with the ability to operate under pressure
* Actively seeking opportunities to leverage central testing services
* Participating in Stakeholder management within the application and project context, including Stakeholders of up and downstream systems and external teams
* Ensuring that stakeholders receive information, that enables fact based decisions to be made