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# Example of Support Architect Job Description

Our growing company is looking to fill the role of support architect. 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 support architect

* Management, maintenance, access and reporting for customer Test environment ensuring customer value
* Drive content and discussion on customer BMC Premier Communities Pages
* License Utility Measurement and Provide Secure FTP access
* Upgrade Assistance / Framework
* Proactively manage technical relationship according to the customer’s operational priorities with an eye to avoiding business-critical situations and maximizing the solution value
* Advise customers on known product issues that could affect the implemented solution, providing platform issue risk mitigation
* Significantly contribute Support related insight to quarterly business reviews with customer and BMC Account Team
* Proactively aligns Premier delivery to customer operational requirement(s)
* Deliver yearly Product Assessments with recommendations as appropriate to enhance platform availability, reliability and performance
* Sharing of BMC best practices and utilities as appropriate to extend the value of customer BMC investment

## Qualifications for support architect

* Bachelor or Master’s Degree in Science, Tech, Engineering, Math, Data Science
* Exceptional written and spoken C-Level communication skills, strong business acumen and presentation skills, ability to think freely and innovatively, strong cultural awareness, respect, diplomacy, and professionalism, and is highly customer service oriented with strong customer management skills
* Proven problem solving skills and strong work ethic
* Ability to lead strategic processes, capturing the “big picture” of customers’ expectations
* Ability to develop a trusted relationship with key stakeholders and business partners
* Must reside in or be willing to relocate to the Chicago, IL area