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# Example of Support Consultant Job Description

Our growing company is searching for experienced candidates for the position of support consultant. 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 consultant

* Review and monitor the work plans associated with each phase and systems
* Review and make recommendations regarding the contractor’ operational readiness test plans based on industry best practices
* Provide Quality Control/Quality Assurance review of project artifacts, internal presentations and documents
* Participate in Quality Management Processes
* HTML ideally with CSS / XML / JavaScript
* Client / server principals ideally with knowledge of web server and application technologies
* Desktop and mobile browser knowledge
* Ideally at least 1 programming PHP / .NET / Ruby / Java
* Windows, OSX and/or Linux operating systems
* Minimum 5 – 6 years’ experience in a technical applications support capacity, troubleshooting and resolving complex technical applications issues with a demonstrated focus on excellent customer service skills

## Qualifications for support consultant

* Must have 10+ years of professional experience, prefraby having 5+ years’ experience in the IT industry
* A tertiary degree in a relevant field such as
* Four-year bachelor’s or foreign equivalent degree in computer science, engineering, business or related field
* 7+ years of plan administration/past third-party administrative (TPA) experience required
* Willingness and ability to expand upon expertise to include welfare benefit plans (wrap, POP, HRA, section 125 and section 132 plans)
* Ability to provide the appropriate level of guidance and oversight to less experienced product support and administrative staff