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# Example of Support Product Specialist Job Description

Our growing company is hiring for a support product specialist. 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 product specialist

* This will include, but is not limited to gathering data on existing products, preparing appropriate documentation
* Analyze case problems, distinguish if it’s product defect or product enhancement requirement
* Review advertising and promotional materials for technical accuracy
* Agents are expected, in a timely manner, to become Mercury Certified Technicians
* Provide support and assistance to our field personnel
* May be a member of a product team along with the appropriate Service Product Manager
* Help develop, document, and perform repair processes and maintenance duties required of the various hardware and software subcomponents of systems under development
* Maintain a close collaborative partnership with Service and Support Teams to document and/or test work instructions for all maintenance and repair activities performed
* Effectively communicate situational awareness related to design suitability and capability issues with a globally diverse team of design owners and manufacturing
* Proficiently use project management software to document all activities using good documentation practices

## Qualifications for support product specialist

* Basic computer skills (Microsoft office applications preferred- Microsoft Word, Excel, PowerPoint and Outlook, Internet Explorer
* Qualified IT specialist or equivalent work experience
* Experience and ability in using soft skills to defuse potentially damaging acquirer partner & merchant situations
* Resolve customer’s issues through ticketing system, and acting as the voice of the customer
* Spanish fluency a plus, but not required
* Associates or Bachelors’ degree in computer science or related field preferred