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# Example of Support Product Specialist Job Description

Our innovative and growing company is searching for experienced candidates for the position of support product specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for support product specialist

* Document and track client issues and enhancement requests in the Customer Relationship Management application (SalesForce.com) and Software Development Application (Team Foundation Server)
* Follow up on assigned cases escalated to quality assurance and product development teams
* Assigned special projects as an individual contributor
* These are essential ongoing responsibilities that may be altered over time
* Answer incoming phone calls from franchise owners to place product and equipment orders
* Track the shipment of existing orders
* Assist with product and equipment related questions or problems
* Input product orders into accounting database (JDE) & print pick tickets to the designated Distribution Center
* Resolve all problems with franchise owners & vendors promptly and efficiently
* Receive and distribute fax, email and online orders to Product Support Team for entry

## Qualifications for support product specialist

* Knowledge of mechanical power transmission products required
* Proficiency with basic PC and Microsoft Office functions
* Bachelor’s degree in Computer Science, Information Systems, Electrical/Mechanical Engineering or other related field with a minimum of 8 years technical support related professional experience or comparable education and work experience
* Creative, consultative, communicator with the ability to build relationships to support the evolving needs of customers, employees and the business
* Advanced working knowledge of current network technologies
* Ability to achieve results and meet goals in a fast-paced, rapidly changing team environment