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# Example of Support Product Specialist Job Description

Our company is looking to fill the role of support product specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for support product specialist

* Experience with CRM (Customer Relationship Management) systems, mainly SAP Business One and SalesForce.com a plus
* Focal Point testing (when a change has been made to our product resulting from an industry-wide development or new regulations)
* Manage incidents with clients, understanding impact and sending advisories
* Managing current outstanding issues in an organized and thorough manner
* Help to enrich internal knowledge bases and contribute to finding inventive solutions to standardize the client support experience
* Assisting in day to day collective team tasks
* Requirement-gathering and configuration of product to meet additional client requirements
* Participate in development and updating of user documentation and release notes
* Participate in QA process for product enhancements and releases
* Coordinate workflow and handoffs between support, QA and development

## Qualifications for support product specialist

* Knowledge of billing workflow
* Ability to work independently with the competence to prioritize and work on multiple tasks in parallel
* Ability to be very precise and understand possible risks and impacts on an action taken
* Strong in communication with different clients and partners
* High energy with a positive 'can do' attitude, optimistic, committed and high dedication
* Prepared to take ownership of issues and responsibility for actions