Downloaded from <https://www.velvetjobs.com/job-descriptions/support-product-specialist>

# Example of Support Product Specialist Job Description

Our company is growing rapidly and is looking 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

* Track service shipments and communicate status to customers and support & sales team
* Handle all aspects of warranty and non-warranty service issues
* Send timely Post-Product Replacement customer surveys to North American customers
* Track and file incoming field service reports
* Partner with Sales field to manage software and hardware product rollouts provide support for related issues
* Proactively seek ways to improve the coordination of global service & support activities
* Associate’s degree preferred or equivalent combination of education and experience
* Previous experience in conducting basic troubleshooting of medical devices and accessories via phone and email preferred
* Answers direct client calls
* Maintains and updates internal reports

## Qualifications for support product specialist

* Experience in a supply chain operations environment and/or providing application (troubleshooting, issue resolution) in an external customer support environment preferred
* Winemaking education or experience is preferred
* Set appropriate customer performance expectations and promote value of product/services � Proficiently work tickets daily
* Background and degree in electrical engineering
* Bachelor's required or technical degree in electrical engineering
* Engineering degree or the equivalent (software, electrical or equivalent)