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# Example of Support Project Manager Job Description

Our company is searching for experienced candidates for the position of support project manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for support project manager

* Providing first line application and study support to internal client groups and external study personnel
* Monitoring and maintaining all communication tools utilized by client
* Participating in the on-call rotation
* Reading, understanding and adhering to organizational Standard Operating Procedures (SOPs) Resolving &/or escalating study support issues in accordance with all Standard Operating Procedures
* Attending all required study support meetings
* Interacting with study teams to ensure all study requirements are understood and fulfilled
* Documenting all issues and resolutions using designated incident tracking tools
* Evaluating IRT shipments
* Generating custom reports
* Performing manual drug dispensation

## Qualifications for support project manager

* Must have a proven track record of SAP project implementations
* Very strong knowledge of SAP R/3 knowledge at application level
* General integration understanding across functions/modules
* Ability to understand data and make corresponding decisions based on a logical and consistent basis with attention to details
* Deep understanding of technology lifecycle and good project management skills
* High level of computer literacy, including MS Office Suite (Outlook, Word, Excel, Powerpoint)