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# Example of Systems Support Specialist Job Description

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

## Responsibilities for systems support specialist

* ACH/Payment Processing (ClearTran)
* Verint Quality Monitoring System
* Support all Collection Recovery projects and system upgrades
* Support resource Collection Recovery forecasting and scheduling, troubleshooting telecom-related issues
* Support the collections group in oversight and feedback related to system and process enhancements
* Provide reports operational support to strategize, execute and manage dialer strategy for multiple teams to ensure campaigns are penetrated efficiently and effectively to meet established business goals and client scorecard parameters
* Execute comprehensive dialing strategy based on analytics which encompasses manual, preview and predictive dialing campaigns in combination with attended messaging and blast campaigns
* Optimize daily performance on the Aspect dialer system and ensures appropriate staffing levels are in place to meet and exceed the necessary inbound and outbound call/contact volume
* Responsible for day-to-day administration and monitoring of predictive dialer system including design, build and maintenance of campaigns, calling lists, filters, reports and list strategies
* Manage dialer performance metrics to world class standards including service levels, occupancy and call routing to ensure KPI's are surpassed

## Qualifications for systems support specialist

* Experienced in Problem Management, Change Management and Implementation processes
* Executing dialer strategy for multiple departments
* Manage daily campaign strategies and campaign loads are penetrated efficiently and effectively including left messages via human or virtual
* Support development, testing, implementation and production of daily business reporting
* Oversee and support regular Quality Assurance monitoring of the dialer systems and processes
* Ensure compliance to FDCPA, TCPA, Company, Federal and State compliance requirements