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# Example of Technical Product Support Specialist Job Description

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

## Responsibilities for technical product support specialist

* Assist with training of staff in Technical Service and the Training departments
* Experienced, or gaining experience of the complete system to ensure the interaction with allied products is fully supported
* Return all calls and emails in a timely manner
* Route calls to proper Departments to satisfy customer needs
* Build and maintain Technical Services training and support equipment racks trade show racks
* Must have 7+ years hands-on field experience in automotive or fleet maintenance with experience in fastening products and raw materials
* Provides Technical Leadership to other team members providing additional support to technical Support Specialists as required for more complex issues
* Provide technical support and service via phone or PC connection to our US customer base, distributor network in the Americas, and other Given employees
* Perform depot service functions including diagnosing, repairing, updating, or staging of Given products
* Assist material management personnel in conducting in-coming inspection of Given or vendor product for quality assurance purposes

## Qualifications for technical product support specialist

* Meets Expectations or higher on latest performance review
* Technical aptitude essential including the ability to understand and interpret complex technical documentation, engineering BOMs, parts manuals, and then the ability to clearly articulate this to resolve a particular customer problem
* National Institute for Certification in Engineering Technologies (NICET) Level III in Special Hazard Systems or equivalent industry certification a plus
* EAS, RFID and integrated software solutions market and product solution awareness, technologies, pricing and competitors
* Experience with various enterprise infrastructure technologies such as wireless/ wired networking technology, multi-protocol sensor devices (RS232, RS485, GPIO, LAN, ) and RF technologies
* Knowledge of both licensed software applications hosted/ managed software as a service offering