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# Example of Technical Product Support Specialist Job Description

Our company is growing rapidly and is looking to fill the role of 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

* Respond to inquiries and call-back requests placed via live chat and the online ticket system
* Track all customer interactions in Salesforce and follow-up on all unresolved issues
* Troubleshoot technical issues to establish the root cause of problems and form a solution or workaround across a wide range of agricultural software and hardware environments
* Develop and maintain in-depth product knowledge for all Climate FieldView products
* Become the subject matter expert for key Climate FieldView products and triage all level 2 global escalations for those products
* Develop and conduct product training for other internal Support teams
* Reproduce customer issues and if necessary, file bug reports, escalate cases to Product Management and/or Engineering, and provide necessary documentation
* Collaborate weekly with Product Managers to analyze and review current issues and future needs
* Provide evening/weekend support as needed during peak planting and harvest seasons
* Participate at regional and national trade shows, and at smaller in-field meetings throughout the country

## Qualifications for technical product support specialist

* Must have 7+ years hands-on field experience in the application, installation, maintenance,troubleshooting & repair of motor/power transmission/generator systems, wiring and controls
* Minimum 2+ years working in a software support function
* 2-4 years’ experience working in a technical SAP role
* Experience in object oriented ABAP programming
* Knowledge of Internet application technologies including HTML5, XML, Web Services, and Internet application architectures based
* A bachelor's degree in Mechanical/Manufacturing Engineering or 3-5 years of applicable work experience