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# Example of Systems Management Specialist Job Description

Our growing company is hiring for a systems management specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for systems management specialist

* Manage incoming requests for new protocols and amendments in a timely manner
* Establish and promote positive working relationships within both Regional Research and the research departments, throughout the hospitals and between other institutions involved in clinical research
* Working Knowledge of Quality Systems Regulatory requirements, software development lifecycle (SDLC), software validation and application to Company /Unit / site requirements
* Develops applicable Site / Unit procedures / work instructions and may make updates to Unit level procedures and policies
* Subject Matter expert / Super User at Multi Site /plant level for assigned IT quality system (s)
* Isolates, diagnoses and responds to alerts within the documented guidelines
* Proactively monitors and documents trends to reduce customer/business impact
* Provide excellent customer service when communicating with the user community
* Create synchronization between multiple internal and external platforms in order to track production level progress towards ZDHC, such as
* Maintain administrative governance over the online learning management system

## Qualifications for systems management specialist

* Ability to act as a liaison across functions and with outside customer representatives or stakeholders concerning operational or project schedules/deliverables, audits
* Motivated, self-directed, and able to work with minimal supervision
* Ability to act as a liaison across business functions concerning operational or project schedules/deliverables, audits
* Tracking and handling logistics for incoming returned parts within 24 hours of arrival
* Creating and updating accurate entries in the Fixed Asset database for returned parts within 24 hours of arrival
* Download and prepare system logs from customer websites