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# Example of Tech Services Job Description

Our company is growing rapidly and is looking to fill the role of tech services. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for tech services

* Work is mostly routine, but at times may be called to act outside of guidelines
* Acts independently on routine and non-routine accounts
* Expense approval must be obtained from others
* Efficiently structuring the daily delivery and scheduling of product and recyclables, facilitating delivery and pick-up processes, and properly diagnosing/troubleshooting customer-related issues
* Perform moves, adds, change requests and trouble tickets submitted by university departments related to telephony, data service, extended networks, and special applications
* Proper management and documentation of daily service orders (ITSRs) and generated trouble tickets (HEAT), van/tools/equipment sign in/out procedures, time and material requirements
* Participate in on-call rotation duties involving ad-hoc call-ins, critical repair, and critical install work to support scheduling requirements and daily demands
* Demonstrate the ability to handle high visibility situations and critical customers at any given time
* Leads software and hardware service and support across Central Indiana acute and ambulatory facilities
* Provides technical leadership with project oriented work as assigned

## Qualifications for tech services

* Consistently complies and reviews LIS reports to ensure all samples are collected and processed in appropriate time frame.\*
* Receives specimens, assesses priority, assures appropriate specimen identification and appropriate specimen type
* Recognizes and provides input for opportunities to improve supply management, lab workflow, and cost containment.\*
* Accesses patient test results and determines the status of patient testing using the laboratory information system as requested.\*
* Diploma or Bachelor’s Degree in Information Systems, Information Technology, Computer Science or Engineering
* Minimum 2 years experiences in end user computing support