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# Example of Tech Spec Job Description

Our innovative and growing company is searching for experienced candidates for the position of tech spec. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for tech spec

* Provides product support for released products, including responding to customer and sales department requests for assistance related to product performance issues
* Provides support through a rotational pager system for after hours and weekends
* Works flexible schedule hours to meet the technical resource demands of the group
* Provide appropriate level of support for technical issues for both external customers and internal personnel
* Use the tools and standard methods provided for technical support specialists to provide consistent technical support to our customers
* Manages entire Update Lifecycle Process including Update planning, due date assignment, material availability and on time completion
* Simultaneously manages multiple Update revisions/projects at any given time
* Works closely with Product Support Teams/Business Units and Data Management Teams to ensure install base accuracy and data integrity for FDA Compliance Reporting
* Works closely with Regulatory Affairs to ensure project milestones are defined and achieved according to Industry Regulations outlined in CFR 21 – 806.10
* Organizes, prepares, mails and tracks FDA Regulated Customer Safety Advisory Notices for all patient safety recalls

## Qualifications for tech spec

* Ability to interact effectively and confidently at all levels with strong customer communications skills, written, oral and face-to-face
* Basic knowledge of various browsers (IE, Firefox, Chrome, Safari)
* Familiarity with ERP systems, SAP in particular a plus
* Experience using Epic EHR and MyChart functionality
* 5 to 8 years of successful experience in related fields is preferred
* BS / BA degree in related discipline is preferred