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# Example of Technical Service Specialist Job Description

Our company is growing rapidly and is looking for a technical service specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for technical service specialist

* Provide information to the customer regarding the current status or resolution of the reported trouble in accordance with procedures
* Interface with 3rd Party Providers for the isolation and repair of customer troubles
* Exercise independent judgment and manage the escalation process as required, in support of trouble repair activities
* Update knowledgebase systems to provide accurate troubleshooting guidelines related to repair activities
* Able to assist others to minimize/address long duration ticket issues
* Provide training on devices and equipment to technicians and Abbott Representatives
* Complete user verification checks of SME Test Equipment as required
* Assist in developing on the ServiceNow platform including the creation and/or customization of the core applications such as Incident, Problem, Change, Service Request
* Resolves routine and non-routine system problems
* Is open to accept feedback and to give and use this feedback for themselves and team members

## Qualifications for technical service specialist

* Ethernet/VOIP networking experience
* Typically requires an Associate's degree in information technology or a related discipline, along with year professional systems administration experience
* Certified Technician with a 2 year diploma
* Be able to lead work teams
* Must be available 24/7 for Customer emergencies and able to complete service calls unsupervised at customer sites
* Self-control and flexibility