Downloaded from <https://www.velvetjobs.com/job-descriptions/technical-service-specialist>

# Example of Technical Service Specialist Job Description

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

## Responsibilities for technical service specialist

* Complies with U.S. Food and Drug Administration (FDA) regulations, other regulatory requirements, policies, operating procedures, processes, and task assignments
* Structure responses in Salesforce (a technical information web database) consistent with defined standards governing incident content, quality and structure
* Use existing tools (Salesforce, Tech Connect, Contact Management System, Knowledge, Technical Publications, ) to research technical solutions when said solutions are known
* Responsible for maintain level 3 administrative areas and PSP2 personnel system
* Responsible for after-sales training organization, the development and coordination of large (and daily training)
* Responsible for the crisis event processing and follow up
* Responsible for FCR tracking per month
* Responsible for quality issue tracking
* Responsible for return factory machine identification and issue a report
* Assesse and certificate service engineer

## Qualifications for technical service specialist

* Demonstrates problem solving skills, both technical and with people
* Demonstrates strong PC skills, knowledge of office software, well versed with e-mail communications and some knowledge of web-based research
* Demonstrates activity towards personal improvement
* Experience in Solaris Administration
* Degree in (food) Science, Technology or Engineering
* Demonstrated leadership skills and strengths in getting results, individually with teams