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# Example of Training Support Specialist Job Description

Our growing company is searching for experienced candidates for the position of training support specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for training support specialist

* Assist with annual medical code updates, mappings of ICD 10/ICD 9/WHO
* Maintain and expand SharePoint and CRM literature and technical support resources
* Write specifications for certain implementation projects
* Improves system performance by identifying problems
* Reviews, analyzes, and interprets directives and other material concerning the training program
* Develops and implements standard operating procedures for training functions of the organization
* Performs a variety of administrative duties in monitoring assigned programs to ensure compliance with DHS and CLO requirements
* Identifies potential opportunities to enhance the quality of program delivery and makes oral and written recommendations for program improvements largely modeled on precedents
* Announces, distributes, and collects information regarding availability of training for all Learning and Development Institute programs
* Prepares agendas, writes newsletters, and updates the SharePoint site

## Qualifications for training support specialist

* You will be required to undergo random drug testing (Remove if not TDP)
* You must be able to obtain Suitability security clearance
* Troubleshoot remotely and on-site issues related to proprietary and web based applications used by customers
* Monitor, respond, update and close tickets sent to the team via a proprietary system and SalesForce.com
* Work with company support teams across Asia Pacific
* Provide training to customers in the areas of IOS, iTero, IOC, Orthocad and trouble-shooting any of these software/hardware in their different interactions with IDS or Clincheck software, Assist with review of power point presentations, digital images and scans for marketing and/or sales materials clinical education materials related with IOS, Itero, IOC and Orthocad