



Example of Clinical Support Specialist Job Description

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Our growing company is hiring for a clinical support 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 clinical support specialist

- Exercise appropriate judgment in addressing issues and making recommendations both via phone and on customer site visit
- Travel to customer sites for custom troubleshooting and problem solving
- Provide customer site visit reports to appropriate company personnel
- Provide other administrative support to Manager, Document Control, and Senior Management, as assigned, and performing other duties, as required
- Provide guidance and handle complicated inquiries related to case initiation to internal and external customers
- Performs data quality reviews to ensure system accuracy in preparation for submission activities
- Key point of contact for LVAD clinical issues for assigned territory customers
- Training and educating customers on LVAD products per the approved educational materials and IFU's
- Must be able to travel in the U.S, but vast amount of time is spent within assigned geography (NYC)
- Provides telephone support for customers and field-based associates

Qualifications for clinical support specialist

- Knowledge of specialized software, system principles, theories, concepts, and technologies
- Demonstration and training skills

- Responsible for ongoing enhancements to the current functionality
- Build and troubleshoot of Clinical Reporting