**System 1 Search, please contact Kevin Fagan at 916-718-8550 or** [**kfagan@system1.net**](mailto:kfagan@system1.net)

**Summary**

The technical Support Specialist serves as a key contributor to the Commercial Clinical Chemistry team. This position is responsible for providing direct and indirect support to the customer for all Clinical Chemistry products. Responsibilities range from providing phone support to customers and internal personnel; complaint handling which includes receiving, logging, investigating, problem solving and resolution, tracking and trending; training customers and internal personnel; assisting in improving best practices for technical support procedures and tools.

**Essential Duties and Responsibilities**

* Experience in the medical device, IVD or biotechnology industries, preferably directly involved in commercial operations and clinical chemistry.
* Utilizes all forms of communication and contact to assist in the resolution of hardware, software, operator, and reagent issues effectively and efficiently.
* Responsible for answering customer calls and trouble shoot issues after normal business hours.
* Accurately records customer information and details of all customer communications.
* Assists in the development and maintenance of Technical Support’s customer database.
* Provides technical assistance to other departments including Field Service, Instrument Specialists, and Service.
* Expeditiously dispatches service or training when needed.
* Communicates troubleshooting steps used, possible resolutions, and parts required to other Technical Service team members when necessary.
* Monitors end users during the post-installation phase to ensure customer satisfaction and end-user competency.
* Reports critical issues, unresolved issues, and unsatisfied customers to the supervisor.
* Customer complaint handling including receiving, logging, investigating, resolving with customers and tracking/trending o complaints in compliance with QS/QA requirements.
* Continuously improves troubleshooting skills, customer tools, and department workflow to increase customer satisfaction.
* Provide an open environment and promote teamwork across the organization.
* Assist with special projects as requested and perform additional duties as required.

**Participates in Product Development**

* Reports industry and market trends to manager and product managers.
* Reports customer expectations and requirements for successful products to manager.
* Assists in product evaluations and validations.
* Assists in the development of tools used by customers and other Departments.
* Assist with special projects as requested and perform additional duties as required.

**Creates and/or Maintains Revenue Opportunities**

* Prospects and communicates all equipment leads to the appropriate Regional Business Manager.
* Promotes all products and services, including Service Contracts.
* Capitalizes on relationship opportunities to promote other products.
* Provides Technical expertise by assisting the Sales Executive in the sales process, when requested.

**Competencies**

*To perform the job successfully, an individual should demonstrate the following competencies:*

Communication – able to communicate clearly in written and oral format to a variety of audiences; represents the company with external parties in collaborative and negotiated relationships.

Customer Service – manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Detail Oriented – double-checks the accuracy of information and work product to provide accurate and consistent work; expresses concern that things be done thoroughly and precisely; completes all work according to procedures/standards.

Judgment - ability to work independently; displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions.

Problem Solving - identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics.

Reasoning Ability - ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Qualifications**

*Education and/or Experience*

* Associate’s degree in Laboratory Medicine; or HEW certification with 3 or more years of laboratory experience.
* 3+ years Med Tech experience.
* Advanced knowledge of laboratory statistics and methodologies is required.
* ASCP Certificate or related license is preferred.

**Work Environment**

Exposure to infectious and biohazards materials is a threat in this position while performing validation/evaluations and service repairs. The employee must follow good laboratory practices to minimize exposure. Minimal travel (<5%) may be required.