



Purpose

The purpose of this document is to describe the duties, responsibilities, and qualifications of the Technical Specialist.

Overview

As part of the Technical Support team at API, the Technical Specialist provides technical excellence by supporting daily activities related to technical support and statistical analysis.

Main Duties and Responsibilities

1. Provide technical support to laboratories, consultants, and government agencies.
2. Review statistical sample data to assure certainty.
3. Assist in the preparation of technical documents and reports.
4. Interface with manufacturers and other API staff to provide effective technical support.
5. Maintain an awareness of new technical developments in laboratories.
6. Prepare special projects as directed.

Other Duties and Responsibilities

1. Additional technical duties as assigned.

Authority

The Technical Specialist has the explicit authority and resources to:

- identify departures from the management system and/or company policies / procedures.
- initiate actions within the limits of the position to prevent or minimize departures from the management system.

Reporting Structure

The Technical Specialist reports to the Technical Support Manager but is also accountable to the Vice President.

The Technical Specialist does not supervise any other positions.

The Technical Specialist works as a team with other employees and other department managers. He or she works with other PT staff on a regular basis.

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Credentials and Experience

Required: Bachelor’s degree in Medical Technology, Medical Laboratory Science or equivalent
ASCP certified or equivalent

Preferred: Three-years clinical laboratory experience
Training or experience in laboratory environments

Required Knowledge, Skills, Abilities, and Traits

- Ability to apply technical knowledge
- Excellent verbal communication skills
- Good problem-solving skills
- Ability to think quickly and remain calm under stressful phone situations
- Comprehensive decision-making skills
- Capacity to use investigative and interpretive thinking
- High attention to detail and accuracy
- Well-developed writing skills
- Ability to prioritize
- Knowledge of Windows applications (Word, Excel, PowerPoint)

Signature	Printed Name	Date
Employee		
Manager		

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Revision History

Version:	Description and Reason for Revisions:	Revised By:	Date:
01 (ORIGINAL)	Created from Job Description. Migrated to current API document standards.	Tiffany Ramsey	05/29/18

Approval

Leigh Jacobs, Technical Support Manager:

Tiffany Ramsey, Director of Business Operations:

Sue Styles Quality & Compliance Manager:

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