

Field Service Engineer: Field Service Engineer III

Conducts technical analysis of product implementations, modifications and enhancements to product in accordance with specific customer specifications and implementations. Troubleshoots technical problems and issues, determines technical solution in accordance with product and customer specifications, and recommends actions to company or customer representatives for coordinative product solution. Assesses product needs in accordance with customer specifications. Conducts technical training and product briefing with customers, vendors and company representatives. Acts as local on-site representative to customer's organization.

Discretion/Latitude

Works under only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives.

Knowledge, Skills and Abilities

Complete understanding and wide application of technical principle, theories and concepts in the field. General knowledge of other related disciplines.

Problem Solving

Provides technical solutions to a wide range of difficult problems. Solutions are imaginative, thorough, practicable and consistent with organization objectives.

Impact

Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.

Liaison

Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to technical issues associated with specific projects.

Minimum Education and Experience

5-8+ years with BS in designated Engineering or related field.