

Field Service Engineer: Principal Field Service Engineer

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 consultative direction toward predetermined long-range goals and objectives. Determine and pursue courses of action necessary to obtain desired results. Completed work is reviewed from a relatively long-term perspective, for desired results.

Knowledge, Skills and Abilities

Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. Identifies, analyzes and develops new business opportunities. Answers unusually complex technical questions regarding products and services, and takes part in putting together proposals, configurations and product offerings.

Problem Solving

Works on unusually complex technical problems and provides solutions that are highly innovative and ingenious.

Impact

Develops technological ideas and guides their development into a final product. Erroneous decisions or recommendations would typically result in failure to achieve critical project objectives. Leads the planning and implementation of large projects/programs. Contributes to department goals and planning efforts.

Liaison

Serves as organization spokesperson on projects and/or programs. Acts as advisor to management and customers on advanced technical research studies and applications.

Minimum Education and Experience

12+ years with BS in designated Engineering or related field. Employees usually have advanced degree in field of specialization.