

# Product Support Specialist: Product Support Specialist I

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Performs tasks in accomplishment of individual repair programs projects and/or segments of complex programs involving repair, maintenance, modification and material requirements determination. Establishes schedules and monitors the cost and delivery of spares, training equipment, customer repair, and production parts requirements in order to comply with contractual obligations.

## **Knowledge**

Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.

## **Problem Solving**

Solves routine problems of limited scope and complexity by following established policies and procedures.

## **Discretion/Latitude**

Work is closely supervised. Follows specific detailed instructions.

## **Impact**

Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.

## **Liaison**

Contacts are primarily with immediate supervisor and other personnel in the section or group.

## **Work Products (Examples may include but are not limited to)**

Basic Microsoft Office Tools.

## **Minimum Education and Experience**

High School diploma and 0-1 years of experience.