

Field Program Support: Field Program Support II

Identifies customers' system needs and responds to requests for proposals; performs feasibility and performance studies, including benchmarking, capacity planning, etc.; develops appropriate systems recommendations to meet customer needs, including system configurations, installation planning, etc.; prepares and presents technical product information to customers. Post-installation and implementation responsibilities include technical consulting to customers and providing solutions to software problems.

Discretion/Latitude

Works under general supervision. Follows established procedures. Work is reviewed for soundness of technical judgment, overall adequacy and accuracy.

Knowledge, Skills, & Abilities

Frequent use and application of basic technical standards, principles, theories, concepts and techniques.

Problem Solving

Provides solutions to a variety of technical problems of moderate scope and complexity.

Impact

Contributes to the completion of milestones associated with specific projects. Failure to achieve results or erroneous decisions or recommendations may cause delays in program schedules and may result in the allocation of additional resources.

Liason

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

Minimum Education and Experience

2-5+ years with BS in designated Engineering or related field.