

Field Program Support: Field Program Support III

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

Knowledge, Skills, & 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.

Liason

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.