

Field Program Support: Field Program Support IV

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

Work is performed without appreciable direction. Exercises some latitude in determining technical objectives of assignment. Completed work is reviewed for desired results.

Knowledge, Skills, & Abilities

Applies technical expertise and has detailed knowledge of other related disciplines.

Problem Solving

Develops technical solutions to complex problems that require the regular use of ingenuity and creativity.

Impact

Plans and conducts assignments, generally involving the larger and more important projects or more than one project. Erroneous decisions or recommendations would typically result in failure to achieve major contract objectives.

Liason

Represents the organization as the technical contact on contracts and projects. Interacts with external personnel on technical matters often requiring coordination between organizations.

Minimum Education and Experience

8-10+ years with BS in designated Engineering or related field.