

Field Program Support: Associate Principal Field Program Support

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 considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long-term perspective, for desired results.

Knowledge, Skills, & Abilities

Applies extensive technical expertise, and has full knowledge of other related disciplines. Answers technical questions regarding products and services, and may take part in putting together proposals, configurations and product offerings.

Problem Solving

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

Impact

Regularly called upon to function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organization objectives

Liason

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

Minimum Education and Experience

10-12+ years with BS in designated Engineering or related field. Employees usually have advanced degree in field of specialization.