

# Field Program Support: 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**

Works under consultative direction toward predetermined long-range goals and objectives. Determines and pursues courses of action necessary to obtain desired results. Completed work is reviewed from a relatively long-term perspective, for desired results.

## **Knowledge, Skills, & Abilities**

Applies advanced technical principles, theories and concepts. Contributes to the development of new principles and concepts. Identifies, analyzes and develops new business opportunities. Answers unusually complex technical questions regarding products and services, and takes part in putting together proposals, configurations and product offerings.

## **Problem Solving**

Works on unusually complex technical problems and provides solutions that are highly innovative and ingenious.

## **Impact**

Develops technological ideas and guides their development into a final product. Erroneous decisions or recommendations would typically result in failure to achieve critical project objectives. Leads the planning and implementation of large projects/ programs. Contributes to department goals and planning efforts.

## **Liason**

Serves as organization spokesperson on projects and/or programs. Acts as advisor to management and customers on advanced technical research studies and applications.

## **Minimum Education and Experience**

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