

# Field Program Support: Sr. Principal Field Program Support

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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. Assignments are often self-initiated. Determines and pursues courses of action necessary to obtain desired results. Work checked through consultation and agreement with others rather than by formal review of superior.

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

Applies advanced technical principles, theories and concepts. Contributes to the development of new principles and concepts. Widely recognized for achievements, technical expertise and meritorious standing within professional field. Identifies, analyzes and develops new business opportunities. Establishes customer contacts, conducts research and analysis into their future plans and needs, assists with the development of their specifications, develops proposals, and delivers marketing presentations.

## **Problem Solving**

Work on unusually complex technical problems and provide solutions which are highly innovative and ingenious.

## **Impact**

Develops advanced technological ideas and guides their development into a final product. Erroneous decisions or recommendations would typically result in failure to achieve critical organizational objectives and affect the image of the organization's technological capability. Functions in a program leadership role. Plays a key role in implementing programs/projects and makes significant contributions to department goals and overall functional strategic planning efforts.

## **Liason**

Serves as organization spokesperson on advanced projects and/or programs. Acts as advisor to management and customers on advanced technical research studies and applications. Often instrumental in attracting and obtaining major new company business.

## **Minimum Education and Experience**

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