

# Field Service Engineer: Field Service Engineer I

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Conducts technical analysis of product implementations, modifications and enhancements to product in accordance with specific customer specifications and implementations. Troubleshoots technical problems and issues, determines technical solution in accordance with product and customer specifications, and recommends actions to company or customer representatives for coordinative product solution. Assesses product needs in accordance with customer specifications. Conducts technical training and product briefing with customers, vendors and company representatives. Acts as local on-site representative to customer's organization.

## **Discretion/Latitude**

Work is closely supervised. Follows specific, detailed instructions and/or guidance from more senior functional staff.

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

Limited use and/or application of basic technical principles, theories and concepts to specific job assignments.

## **Problem Solving**

Develops solutions to routine technical problems of limited scope by following standardized practices and procedures.

## **Impact**

Contributes to the completion of routine technical tasks. Failure to achieve results can normally be overcome without serious effect on schedules and programs.

## **Liason**

Contacts are primarily with immediate supervisor, project leaders, and other professionals in the section or group.

## **Minimum Education and Experience**

0-2+ years with BS in designated Engineering or related field.