

# Field Service Engineer: Field Service Engineer II

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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**

Works under general supervision. Follows established procedures. Work is reviewed for soundness of technical judgment, overall adequacy and accuracy.

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

Frequent use and application of basic technical standards, principles, theories, concepts and techniques.

## **Problem Solving**

Provides solutions to a variety of technical problems of moderate scope and complexity.

## **Impact**

Contributes to the completion of milestones associated with specific projects. Failure to achieve results or erroneous decisions or recommendations may cause delays in program schedules and may result in the allocation of additional resources.

## **Liason**

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

## **Minimum Education and Experience**

2-5+ years with BS in designated Engineering or related field.