

# Field Service Engineer: Field Service Engineer IV

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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 performed without appreciable direction. Exercises some latitude in determining technical objectives of assignment. Completed work is reviewed for desired results.

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

Applies technical expertise and has detailed knowledge of other related disciplines.

## **Problem Solving**

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

## **Impact**

Plans and conducts assignments, generally involving the larger and more important projects or more than one project. Erroneous decisions or recommendations would typically result in failure to achieve major contract objectives.

## **Liason**

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

## **Minimum Education and Experience**

8-10+ years with BS in designated Engineering or related field.