

Field Service Engineer: Associate Principal Field Service Engineer

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 considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long- term perspective, for desired results.

Knowledge, Skills, & Abilities

Applies extensive technical expertise and has full knowledge of other related disciplines. Answers technical questions regarding products and services, and may take part in putting together proposals, configurations and product offerings.

Problem Solving

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

Impact

Regularly called upon to function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organization objectives

Liason

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

Minimum Education and Experience

10-12+ years with BS in designated Engineering or related field. Employees usually have advanced degree in field of specialization.