

Field Service Engineering Management: Supervisor, Field Service Engineering

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.

Management Role

Accomplishes tasks mainly through direct supervision of non-exempt and entry-level exempt employees.

Policy and Strategy

Directs daily operations of work area.

Freedom to Act

Assignments are largely established in accordance with schedules and deliverables. Work is reviewed for accuracy and completeness.

Impact

Decisions have a direct impact on work unit operations. Erroneous decisions or recommendations or failure to achieve results might cause delays in schedules.

Liason

Interacts daily with subordinates and/or peers within similar and/or related functions primarily for the purpose of presenting and exchanging information.

Minimum Education and Experience

Bachelor's Degree in Business or related field and 5+ years of diverse professional experience which may include 1+ years previous lead or supervisory responsibilities.