

Field Service Engineering Management: Associate Manager, 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 results through lower level subordinate supervisors or through experienced exempt employees who exercise significant latitude and independence in their assignments.

Policy and Strategy

Administers and executes policies, processes and procedures that affect subordinate employees and the workflow of the work area.

Freedom to Act

Assignments are task or activity oriented. Work is reviewed for soundness of judgment and overall quality and efficiency.

Impact

Decisions impact work area operations. Erroneous decisions or recommendations or failure to achieve results might cause delays in schedules and require the allocation of more people and financial resources.

Liason

Interacts internally primarily with subordinates and other supervisors. External interaction is typically with suppliers, vendors and/or customers. Primary purpose of liaison is information sharing and basic problem resolution.

Minimum Education and Experience

Bachelor's Degree in Business or related field and 7+ years of diverse professional experience which may include 3+ years supervisory responsibilities.