

# Field Service Engineering Management: Manager, Field Service Engineering

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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.

## **Management Role**

Accomplishes results through subordinate supervisors or exempt specialist employees.

## **Policy and Strategy**

Interprets and administers policies, processes and procedures that may affect sections and subordinate work areas.

## **Freedom to Act**

Assignments are defined in terms of activities and objectives. Work is reviewed upon completion for adequacy in meeting objectives.

## **Impact**

Decisions have an impact on work processes and outcomes. Erroneous decisions or recommendations or failure to complete assignments normally result in serious delays and considerable expenditure of additional time, human resources, and funds.

## **Liason**

Interacts frequently with internal personnel and outside representatives at various levels. Participates and presents at meetings with internal and external representatives. Interaction typically concerns resolution of operational and scheduling issues.

## **Minimum Education and Experience**

Bachelor's Degree in Business or related field and 10+ years of diverse professional experience which may include 5+ years managing respective area.