

Field Service Engineering Management

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.

	Level 1	Level 2	Level 3	Level 4
	Supervisor, Field Service Engineering	Associate Manager, Field Service Engineering	Manager, Field Service Engineering	Sr. Manager, Field Service Engineering
Management Role	Accomplishes tasks mainly through direct supervision of non-exempt and entry-level exempt employees.	Accomplishes results through lower level subordinate supervisors or through experienced exempt employees who exercise significant latitude and independence in their assignments.	Accomplishes results through subordinate supervisors or exempt specialist employees.	Generally accomplishes results through lower management levels.
Policy and Strategy	Directs daily operations of work area.	Administers and executes policies, processes and procedures that affect subordinate employees and the workflow of the work area.	Interprets and administers policies, processes and procedures that may affect sections and subordinate work areas.	Establishes operating policies and procedures that affect departments and subordinate sections and work area. Interprets company-wide policies and procedures. Develops budgets, schedules and performance standards.
Freedom to Act	Assignments are largely established in accordance with schedules and deliverables. Work is reviewed for accuracy and completeness.	Assignments are task or activity oriented. Work is reviewed for soundness of judgment and overall quality and efficiency.	Assignments are defined in terms of activities and objectives. Work is reviewed upon completion for adequacy in meeting objectives.	Assignments are objective oriented. Work is reviewed in terms of meeting the organization's objectives and timelines.
Impact	Decisions have a direct impact on work unit operations. Erroneous decisions or recommendations or failure to achieve results might cause delays in schedules.	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.	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.	Decisions have an extended impact on work processes and outcomes. Erroneous decisions result in critical delays and modifications to projects or operations; cause substantial expenditure of additional time, human resources, and funds; and jeopardize future business activity.
Liaison	Interacts daily with subordinates and/or peers within similar and/or related functions primarily for the purpose of presenting and exchanging information.	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.	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.	Interacts frequently with internal and external management and senior-level customer representatives concerning projects, operational decisions, scheduling requirements, and/or contractual clarifications. Leads briefings and technical meetings for internal and external representatives.
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.	Bachelor's Degree in Business or related field and 7+ years of diverse professional experience which may include 3+ years supervisory responsibilities.	Bachelor's Degree in Business or related field and 10+ years of diverse professional experience which may include 5+ years managing respective area.	Bachelor's Degree in Business or related field and 12+ years of diverse professional experience to include 5-7+ years managing respective areas.