

Field Service Representative: Field Service Representative I

Installs, operates, maintains, repairs and modifies equipment. Performs a variety of maintenance and technical support on products such as equipment, integrated systems and subsystems, and software at customer and/or field locations. Analyzes and evaluates products and related performance. Troubleshoots and diagnoses malfunctions to eliminate problem in minimum time. Installs, upgrades and removes products ensuring coordinative engineering field change. Maintains effective customer communications and relations. May provide onsite training of customer support personnel.

Discretion/Latitude

Work is closely supervised. Follows specific, detailed instructions and/or guidance from more senior functional staff.

Knowledge, Skills, & Abilities

Limited use and/or application of basic technical principles, theories and concepts to specific job assignments.

Problem Solving

Develops solutions to routine technical problems of limited scope by following standardized practices and procedures.

Impact

Contributes to the completion of routine technical tasks. Failure to achieve results can normally be overcome without serious effect on schedules and programs.

Liason

Contacts are primarily with immediate supervisor, project leaders, and other professionals in the section or group.

Minimum Education and Experience

0-2+ years with BS in designated Engineering or related field.