

# Field Service Representative: Field Service Representative II

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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**

Works under general supervision. Follows established procedures. Work is reviewed for soundness of technical judgment, overall adequacy and accuracy.

## **Knowledge, Skills, & Abilities**

Frequent use and application of basic technical standards, principles, theories, concepts and techniques.

## **Problem Solving**

Provides solutions to a variety of technical problems of moderate scope and complexity.

## **Impact**

Contributes to the completion of milestones associated with specific projects. Failure to achieve results or erroneous decisions or recommendations may cause delays in program schedules and may result in the allocation of additional resources.

## **Liason**

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

## **Minimum Education and Experience**

2-5+ years with BS in designated Engineering or related field.