

Field Service Representative: Field Service Representative III

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 only general direction. Independently determines and develops approach to solutions. Work is reviewed upon completion for adequacy in meeting objectives.

Knowledge, Skills, & Abilities

Complete understanding and wide application of technical principle, theories and concepts in the field. General knowledge of other related disciplines.

Problem Solving

Provides technical solutions to a wide range of difficult problems. Solutions are imaginative, thorough, practicable and consistent with organization objectives.

Impact

Contributes to the completion of specific programs and projects. Failure to obtain results or erroneous decisions or recommendations would typically result in serious program delays and considerable expenditure of resources.

Liason

Frequent inter-organizational and outside customer contacts. Represents the organization in providing solutions to technical issues associated with specific projects.

Minimum Education and Experience

5-8+ years with BS in designated Engineering or related field.