

Field Service Representative: Field Service Representative IV

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 performed without appreciable direction. Exercises some latitude in determining technical objectives of assignment. Completed work is reviewed for desired results.

Knowledge, Skills, & Abilities

Applies technical expertise and has detailed knowledge of other related disciplines.

Problem Solving

Develops technical solutions to complex problems which require the regular use of ingenuity and creativity.

Impact

Plans and conducts assignments, generally involving the larger and more important projects or more than one project. Erroneous decisions or recommendations would typically result in failure to achieve major contract objectives.

Liason

Represents the organization as the technical contact on contracts and projects. Interacts with external personnel on technical matters often requiring coordination between organizations.

Minimum Education and Experience

8-10+ years with BS in designated Engineering or related field.