

# Field Service Representative: Associate Principal Field Service Representative

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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**

Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long-term perspective, for desired results.

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

Applies extensive technical expertise and has full knowledge of other related disciplines. Answers technical questions regarding products and services and may take part in putting together proposals, configurations and product offerings.

## **Problem Solving**

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

## **Impact**

Regularly called upon to function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organization objectives

## **Liason**

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

## **Minimum Education and Experience**

10-12+ years with BS in designated Engineering or related field. Employees usually have advanced degree in field of specialization.