

Field Service Representative: Principal Field Service Representative

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 consultative direction toward predetermined long-range goals and objectives. Determines and pursues courses of action necessary to obtain desired results. Completed work is reviewed from a relatively long-term perspective, for desired results.

Knowledge, Skills, & Abilities

Applies advanced technical principles, theories and concepts. Contributes to the development of new principles and concepts. Identifies, analyzes and develops new business opportunities. Answers unusually complex technical questions regarding products and services, and takes part in putting together proposals, configurations and product offerings.

Problem Solving

Works on unusually complex technical problems and provide solutions that are highly innovative and ingenious.

Impact

Develops technological ideas and guides their development into a final product. Erroneous decisions or recommendations would typically result in failure to achieve critical project objectives. Leads the planning and implementation of large projects/programs. Contributes to department goals and planning efforts.

Liason

Serves as organization spokesperson on projects and/or programs. Acts as advisor to management and customers on advanced technical research studies and applications.

Minimum Education and Experience

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