

Field Service Representative: Chief Engineer

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

Often acts independently to uncover and resolve issues associated with the development and implementation of operational programs. Plans R&D programs and recommends technological application programs to accomplish long-range objectives. Work is checked only to the effectiveness of results obtained. Typically requiring a long-term perspective.

Knowledge, Skills, & Abilities

Exhibits an exceptional degree of ingenuity, creativity and resourcefulness. Applies and/or develops highly advanced technologies, scientific principles, theories and concepts. Viewed as leading experts within the field. Establishes long-range marketing plans for the organization's products and services by identifying, analyzing and developing new business opportunities. Establishes customer contacts, develops proposals, and delivers marketing presentations. Maintains relationships with key decision makers.

Problem Solving

Develops information which extends knowledge in a given field. Information may form the basis of newly developed concepts, theories and products.

Impact

Designs research and develops highly advanced new applications resulting in new product/business opportunities for the company. Erroneous decisions or recommendations would have a long-term negative effect on organization's reputation and business posture. Leads development and implementation of key programs and/or processes for the organization.

Liason

Serves as consultant to top management in long-range company planning concerning new or projected areas of technological research and advancements. Prime spokesperson on company's technical capabilities and future directions. Often instrumental in attracting and obtaining major new company business.

Minimum Education and Experience

20+ years of broad and extensive professional experience with BS in designated Engineering or related field. Employees usually have advanced degree in field of specialization.