

# Support Systems Engineer: Support Systems Engineer III

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Reviews field support requirements and recommends tool and test equipment. Establishes sustainment support requirements for systems and equipment. Develops logistics support systems. Performs maintenance and maintainability demonstrations for customers. Reviews handbooks, manuals, training, etc. for technical accuracy and adequacy. Plans and contributes to proposal efforts. Designs, develops, and implements testing methods and equipment. Plans and arranges the labor, schedules, and equipment required for testing and evaluating standard and special devices. Applies human performance principles, methodologies, and technologies to the design of human-machine interfaces for systems and products. Develops and implements research methodologies and statistical analysis plans to test and evaluate developmental prototypes used in new products and processes. Interfaces with design engineers to establish system design, operating, and training requirements and to ensure optimized human-machine interfaces, safety, maintainability, testability and other design attributes that influence the sustainability of the system/product. Develops safety documents as required to support customer and test/operational range requirements. Performs audits of operational areas and reports effectiveness of system safety programs. Evaluates the interrelationship of system safety requirements and other aspects of concept design and development requirements to ensure a safe but cost-effective solution. Resolves technical problems and answers queries supporting customers and integrators. Maintains and updates records and tracking databases and alerts management to recurring problems and patterns of problems.

## **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 and/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.