

Technical Service Engineer: Technical Service Engineer I

Provides technical advice and guidance on installation, adaptation, configuration or enhancement of company technical products, programs and systems. Provides expertise for resolving technical problems, troubleshoots product and modifies product to customer requirements. Provides training to customers. Work may be done at customer site. Includes software systems and programs designed for customers (corporate and individual) and government entities.

Discretion/Latitude

Work is closely supervised. Follows specific, detailed instructions and/or guidance from more senior functional staff.

Knowledge, Skills, & Abilities

Limited use and/or application of basic technical principles, theories, and concepts to specific job assignments.

Problem Solving

Develops solutions to routine technical problems of limited scope by following standardized practices and procedures.

Impact

Contributes to the completion of routine technical tasks. Failure to achieve results can normally be overcome without serious effect on schedules and programs.

Liason

Contacts are primarily with immediate supervisor, project leaders, and other professionals in the section or group.

Minimum Education and Experience

0-2+ years with BS in designated Engineering, Information Technology or related field or equivalent experience and/or applicable industry certifications.