

Technical Service Engineer: Technical Service Engineer II

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

Works under general supervision. Follows established procedures. Work is reviewed for soundness of technical judgment, overall adequacy and accuracy.

Knowledge, Skills, & Abilities

Frequent use and application of basic technical standards, principles, theories, concepts and techniques.

Problem Solving

Provides solutions to a variety of technical problems of moderate scope and complexity.

Impact

Contributes to the completion of milestones associated with specific projects. Failure to achieve results and/or erroneous decisions or recommendations may cause delays in program schedules and may result in the allocation of additional resources.

Liason

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

Minimum Education and Experience

2-5+ years with BS in designated Engineering, Information Technology or related field or equivalent experience and/or applicable industry certifications.