Technical Service Engineer: Technical Service Engineer III

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 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, Information Technology or related field or equivalent experience and/or applicable industry certifications.