

Technical Service Engineer: Technical Service Engineer IV

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 performed without appreciable direction. Exercises some latitude in determining technical objectives of assignment. Completed work is reviewed for desired results.

Knowledge, Skills, & Abilities

Applies technical expertise, and has detailed knowledge of other related disciplines.

Problem Solving

Develops technical solutions to complex problems that require the regular use of ingenuity and creativity.

Impact

Plans and conducts assignment, generally involving larger and more important projects or more than one project. Erroneous decisions or recommendations would typically result in failure to achieve major contract objectives.

Liason

Represents the organization as the technical contact on contracts and projects. Interacts with external personnel on technical matters often requiring coordination between organizations.

Minimum Education and Experience

8-10+ years with BS in designated Engineering, Information Technology or related field or equivalent experience and/or applicable industry certifications.