

Technical Service Engineer: Associate Principal Technical Service Engineer

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 considerable latitude in determining technical objectives of assignment. Completed work is reviewed from a relatively long- term perspective for desired results.

Knowledge, Skills, & Abilities

Applies extensive technical expertise, and has full knowledge of other related disciplines. Answers technical questions regarding products and services, and may take part in putting together proposals, configurations, and product offerings.

Problem Solving

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

Impact

Regularly called upon to function in a project leadership role. Erroneous decisions or recommendations would typically result in failure to achieve major organization objectives

Liason

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

Minimum Education and Experience

10-12+ years with BS in designated Engineering, Information Technology or related field or equivalent experience and/or applicable industry certifications. Employees usually have advanced degree in field of specialization.