

Technical Service Engineer: 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

Works under consultative direction toward predetermined long-range goals and objectives. Determines and pursues courses of action necessary to obtain desired results. Completed work is reviewed from a relatively long-term perspective for desired results.

Knowledge, Skills, & Abilities

Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. Identifies, analyzes and develops new business opportunities. Answers unusually complex technical questions regarding products and services, and takes part in putting together proposals, configurations, and product offerings.

Problem Solving

Works on unusually complex technical problems and provide solutions that are highly innovative and ingenious.

Impact

Develops technological ideas and guides their development into a final product. Erroneous decisions or recommendations would typically result in failure to achieve critical project objectives. Leads the planning and implementation of large projects/ programs. Contributes to department goals and planning efforts.

Liason

Serves as organization spokesperson on projects and/or programs. Acts as advisor to management and customers on advanced technical research studies and applications.

Minimum Education and Experience

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.