

Technical Service Engineer: Sr. 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. Assignments are often self-initiated. Determines and pursues courses of action necessary to obtain desired results. Work checked through consultation and agreement with others rather than by formal review of superior.

Knowledge, Skills, & Abilities

Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. Widely recognized for achievements, technical expertise and meritorious standing within professional field. Identifies, analyzes and develops new business opportunities. Establishes customer contacts, conducts research and analysis into their future plans and needs, assists with the development of their specifications, develops proposals, and delivers marketing presentations.

Problem Solving

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

Impact

Develops advanced technological ideas and guides their development into a final product. Erroneous decisions or recommendations would typically result in failure to achieve critical organizational objectives and affect the image of the organization's technological capability. Functions in a program leadership role. Plays a key role in implementing programs/projects and makes significant contributions to department goals and overall functional strategic planning efforts.

Liason

Serves as organization spokesperson on advanced projects and/or programs. Acts as advisor to management and customers on advanced technical research studies and applications. Often instrumental in attracting and obtaining major new company business.

Minimum Education and Experience

15+ 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.