

# Technical Service Engineer: Chief Engineer

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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**

Often acts independently to uncover and resolve issues associated with the development and implementation of operational programs. Plans R&D programs and recommends technological application programs to accomplish long-range objectives. Work is checked only to the effectiveness of results obtained and typically requires a long-term perspective.

## **Knowledge, Skills, & Abilities**

Exhibits an exceptional degree of ingenuity, creativity, and resourcefulness. Applies and/or develops highly advanced technologies, scientific principles, theories and concepts. Viewed as leading experts within the field. Establishes long-range marketing plans for the organization's products and services by identifying, analyzing and developing new business opportunities. Establishes customer contacts, develops proposals, and delivers marketing presentations. Maintains relationships with key decision makers.

## **Problem Solving**

Develops information that extends knowledge in a given field. Information may form the basis of newly developed concepts, theories and products.

## **Impact**

Designs research and develops highly advanced new applications resulting in new product/business opportunities for the company. Erroneous decisions or recommendations would have a long-term negative effect on organization's reputation and business posture. Leads development and implementation of key programs and/or processes for the organization.

## **Liason**

Serves as consultant to top management in long-range company planning concerning new or projected areas of technological research and advancements. Prime spokesperson on company's technical capabilities and future directions. Often instrumental in attracting and obtaining major new company business.

## **Minimum Education and Experience**

20+ years of broad and extensive professional experience 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.