

## **Field Service Engineer**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision and usually acting independently, performs a wide variety of activities associated with installing, maintaining, and servicing computer-related products at customer sites and providing technical support to customer in solving technical problems incurred in the installation or operation of company products. May include PC & laptop computers, disc drives, and computer or telecommunications systems and networks. Conducts orientation and training of customers in the technical operation and maintenance of equipment. Conducts start-up, cutover and checkout activities on newly installed systems. Troubleshoots and diagnoses system/equipment interface problems during installations. May assist engineering in determining and solving equipment design problems by setting up special diagnostic test equipment to conduct controlled field experiments and gather engineering data. Prepares operating and malfunction reports and associated documentation. May perform preventive maintenance. Performs modifications and field changes to installed equipment. Typically handles moderately complex products and/or problems, and may provide technical guidance to lower level technicians.

**EXPERIENCE & TRAINING:** Training equivalent to 2 years of technical trade school or military technical school and 4 years of field service activity, 2 of which would normally have been within a directly applicable industry. Incumbents typically possess over 6-8 years of related experience.