

JOB DESCRIPTION

TITLE: Field Service Engineer

POSITION SUMMARY:

This position is responsible for providing onsite service and support to customers. Acts as mobile field service engineer on assigned open tickets to resolve customer affecting technical issues in a timely fashion in order to maintain maximum customer satisfaction. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software. This position serves as a senior technical resource assisting both end users and less experienced support analysts in effectively identifying issues and using effective troubleshooting techniques to resolve end user technical issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serves as customer facing technical resource and works in collaboration with engineers and other senior staff as needed to provide effective end user support and issue resolution.
- Using system analysis techniques responds to the complex application issues for end users. Identifies problems and coordinates appropriate corrective action. Identifies and minimizes potential risks.
- Consults with clients and end-users, to determine hardware, software or system functional specifications.
- Collects detailed information, performs thorough analysis and relies on experience and judgment to determine the most effective method of resolution.
- Manages escalated customer tickets in a timely and effective manner.
- Logs all support desk interactions in ticket system.
- Escalates problems to other departments as needed.
- Prioritizes and implements approved system modifications, programs and other such requests of medium to high complexity.
- May serve as a project team member on project implementations; independently completing assigned tasks of medium to high complexity resulting in successful, on time and on budget projects.
- May supervise and train less experienced staff or project team.
- Prepares activity reports on support activities.
- Creates formal documentation including configuration documentation, test documentation, and support documentation.
- Provide value as a team member in cross functional implementations while demonstrating effective interpersonal skills resulting in successful systems implementation and support.
- Promote knowledge transfer to influence positive change and strengthen the team's performance
- Stay abreast of the latest technology trends
- May provide on-call support coverage via on call rotation schedule as needed
- Other duties as assigned

MINIMUM QUALIFICATIONS (EDUCATION, EXPERIENCE, SKILLS AND ABILITIES)

- Bachelor's Degree or equivalent work experience
- 3 to 5 years of experience performing Senior Technical Support help desk role in a large enterprise environment
- Exceptional customer service skills with expertise in troubleshooting, diagnosing and solving complex computer related problems.
- Ability to work professionally with all levels of client organizations staff.
- Wide degree of creativity, leadership, and latitude is expected.
- Relevant and demonstrable technical support service experience in a software environment.

- Self-directed, able to prioritize and effectively handle multiple service requests at a time under high-pressure and challenging situations.
- Excellent organizational, time management, written and verbal communication skills
- Strong working knowledge of computer hardware and network operating systems and expertise troubleshooting hardware and software compatibility issues across various configurations
- Proficient technical knowledge of MS-Windows operating system, MS Office suite, MS SQL Server, concepts of SQL databases
- The ability to work quickly and accurately in a shared community environment.
- Ability to complete multiple tasks with minimal direction.
- Advanced hardware and network connectivity trouble shooting skills.
- Advanced knowledge of MS Outlook and MS Exchange in a large enterprise environment.
- Ability to listen and analyze customer needs
- Ability to interact with end-users, Vendors, and Client IT departments.
- Experience in using common Customer Service software.
- Presents a positive image that reflects well on the organization.
- Ability to travel up to 75% of the time

CERTIFICATION, LICENSES (Must have a minimum of two of the following certifications)

- Possess a minimum of three IT certification in the following: (MCP, A+, Network+, Security +)

WORK ENVIRONMENT

- The employee is exposed to various business environments with moderate noise levels created by computers and/or printers and light traffic.
- Position is administered in an extremely fluid, fast paced fashion with multiple high-priority demands

PHYSICAL DEMANDS

- Frequent travel
- While performing the duties of this position, the employee is regularly required to talk or hear.
- The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 26-39 pounds and occasionally lift and/or move up to 40-60 pounds.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.