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# Example of Field Support Specialist Job Description

Our innovative and growing company is looking to fill the role of field support specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for field support specialist

* Submit key market insights from assigned territory utilizing sales data to prioritize key markets
* Submits timely contact reports and data on each all store contacts weekly activities reports
* Establish and maintain relationships with customer distribution network
* Submits timely competitive surveys or store shops as assigned
* Follow standard operating procedures for the Connectivity Operations Team, including the use of ticketing systems and documentation
* Support network upgrade projects or initiatives
* Replace failed networking components as needed
* Support end-user connectivity needs
* Manage access to network segments and resources in compliance with network access policies
* Update and refresh hardware, operating systems, and software to provide needed functionality and security

## Qualifications for field support specialist

* Perform Field Change Order (FCO) and Field Action Bulletin (FAB)
* Need to be able to travel at short notice – short term, only in country
* Provide long or short term site cover for dedicated customer sites
* Acts as a technical support resource during problem escalation
* Provide management updates when engaged in customer escalations summarising the status, impact and potential solution
* Advanced level skills in the use of office equipment (adding machines, copiers, fax machines)