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# Example of Product Service Engineer Job Description

Our growing company is searching for experienced candidates for the position of product service engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for product service engineer

* Issue customer credits
* Support design engineer activity
* Problem investigation involves statistical analyses, analysis of returned parts, development of quick field fixes, suggested design or manufacturing improvements, Resolution commitments involve issuance of a PIR (Product Improvement Request) which formally documents the problems and provides follow-up on the resolution process through the plant problem lists
* Initiates service publications to announce significant product improvements (via Service Magazine) and temporary field fix information (via Tech Info Bulletin)
* Provide technical product support to dealers, OEM Customers, Corporate Account Managers, Subsidiary Service Groups, Warranty Technicians, Sales Development, Product Support Development, Test & Evaluation, Research, Service Training
* Training assistance and delivery
* Works on sustaining well as new product
* Participate in the collection of reliability information used to set design goals and to quantitatively evaluate product reliability
* Apprise Engineering and other management personnel of activities and/or status of product problems
* Provide feedback and design improvements recommendations to engineering

## Qualifications for product service engineer

* Interface directly with customers
* Prior executive aviation interior background is required
* Minimum 5-7 years of experience in Executive Aviation Interiors specialized functional discipline
* Previous Service Bulletin experience is required
* Demonstrated advanced knowledge of aircraft interior, manufacturing, installation and certification
* Applies these understandings in the completion of complex work assignments