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# Example of Senior Field Service Technician Job Description

Our company is growing rapidly and is looking to fill the role of senior field service technician. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for senior field service technician

* Uses Lap Top PC daily to complete required paperwork
* Performs service on special products as designated by Service Team Manager
* Ensures compliance with all company policies and procedures facilitates Environmental Health & Safety program
* Leads technical support program for assigned customer base
* Executes the technical support and test and inspect program as scheduled
* Performs preventive maintenance and diagnostics on firm alarm systems and components as outlined in the technical support program
* Provides technical support and executes the software programming and implementation of fire alarm moves, adds, and changes (MAC) projects
* Acts as lead for multi-technician market or works unsupervised in a single - technician market
* Understands and manages against customer SLA’s for all service calls including response time and service delivery requirements
* Participates in after-hours / standby coverage rotation as assigned

## Qualifications for senior field service technician

* Candidate must live in specified city
* You must be able to effectively manage your own time, inventory and ensure that work is completed efficiently, including scheduling work to accommodate customer's needs and end user SLAs
* You must possess a valid driver's license and be able to lift 50 pounds
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* The ability to work in a 24/7 environment, perform shift work, and do on-call rotations as needed
* Minimum Technical/Trade Certificate, Associates degree, or equivalent in experience