Our company is growing rapidly and is hiring for a field service analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for field service analyst

- Provide support with Field Professional license applications, renewals
- Direct, relevant and recent experience with the Joint Capabilities Release Logistics (JCR-LOG) family of systems
- Experience with planning and executing formal training to include setting up and tearing down of classroom equipment
- Troubleshoot both hardware and software applications
- Configure, repair, troubleshoot and possess a working knowledge of either Command Post of the Future (CPOF), SharePoint, Command Web or Common Tactical Viewer (CTV)
- Ensures full mission capability of the assigned Full Motion Video Capability deployed to customer site
- May be required to perform routing server management functions for servers located in the Management servers group of the Fixed Site Server Segment
- Ensure field operations is staffed appropriate to the weekly/monthly forecast while identifying opportunities to increase efficiencies and minimize SLA risks
- Perform analysis, synthesize findings, and execute on various optimization objectives
- Performing quantitative and qualitative analyses that lead to recommendations within Field Service

Qualifications for field service analyst

visualization tools like Tableau, PowerBI
- Possession of a TOP SECRET security clearance is required to begin employment
- Minimum of 3 years DCGS-A Mobile functional experience required
- A+ and Apple Certification (ACSP) required, MCSE or ACTC equivalent is preferred
- Qualified resources should have A+ certification or equivalent skill set
- Provides software sustainment and system readiness reporting data to customers and program management