



Example of Field Service Technician Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of field service technician. 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 field service technician

- Install new test systems and upgrades, including options and S/W upgrades
- Install S/W licenses and license extensions
- Participate in cost reduction and productivity improvement programs
- Deliver maintenance trainings to customer
- Provide technical support and resolution to the customers
- Work during the weekend to accommodate customer or job requirement
- Escalate service problem and take ownership of problem until it is resolved
- Manage customer expectations by quick, clear and accurate delivery of proactive action
- Flexible in job and shift assignment
- Has a winning attitude and willing to go the extra mile to meet or exceed the customer expectation

Qualifications for field service technician

- Minimum of 1 year experience servicing and repairing electrical and/or electronic equipment is required
- Must have demonstrated decision making ability towards solving problems, while working under pressure and effectively communicate these solutions to co-workers and customers
- Understanding of business policies and practices is a plus

- Must have demonstrated ability to successfully multi-task
- Ability for air and automobile travel, including overnight travel and occasional short notice travel, within 24 hours notice is a must