



Example of Field Services Engineer Job Description

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Our growing company is looking for a field services engineer. 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 services engineer

- Signed Time Sheets and Expenses should also be completed and handed into the Manager with the Written Report upon job completion
- Any other duty deemed as reasonable and considered to be within your capabilities as requested by your Manager
- Assist in development of customer training courses
- Ability to conduct internal and external training courses
- Provide efficient telephone support to customer
- Respond to service request in timely manner
- Maintain ownership through customer satisfaction
- Be responsible for driving customer satisfaction from commitment through quality service standards
- Establish and maintain a proper business relationship with customers, leading to customer satisfaction
- Hands on startup and repair of Power Delivery equipment, will also work with transformers, switchgear, Circuit Breakers, busways

Qualifications for field services engineer

- Good understating for Various Microsoft products (Exchange, LDAP, AD, Lync, OCS) and IBM products link same time
- Excellent customer handling skills and effective communication skills
- Possesses and applies a broad knowledge of advanced engineering

- Well-developed communication skills with ability to explain and discuss complex technical information with all levels of the organization
- Familiarity with SQL database interfaces and database management
- Time served modern apprenticeship combined with a structured training programme with HNC/HND or equivalent practical experience