

# Example of Field Services Job Description

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

## Responsibilities for field services

- Assist in technical support relationship to drive customer satisfaction by proactively resolving software technical issues for customers both onsite, online and via telephone
- Provide analysis data through Tableau, Excel, Power Pivot, and other reporting tools
- Resolve challenging, potentially high impact customer situations with a high level of tact and understanding
- Will provide case resolution, software/network troubleshooting and proactive support services
- Own a diverse and complex scope of support issues directly related to the use, support, and implementation of Controls' products and solutions, with effective customer skills required on-site, over the phone, and online to ensure the highest level of customer satisfaction by understanding and identifying the customers' complex environment
- Share best practices with fellow team members to enhance the quality and efficiency the of support process
- Supports the Project Managers on new, expansions, relocations, remodels, rebanner, conversions and store closings (aka RENS) any hardware rollouts or upgrades
- Installation and support of PC, thin client terminals, ticket printers, laser printers, chip & pin devices, access control systems and network hardware
- Installation and support at client sites and temporary locations
- Small to medium project delivery

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- Successful candidates will need to have a valid or pass an Offshore Medical
  - Extensive Product knowledge of High Speed High Power gearing and maintenance requirements would be an advantage
  - Previous Marine Propulsion and/or offshore Engineering experience would be desirable
  - Good organisational skills and a willingness to assist the team to exceed the customers' requirements
  - Self-motivation and the ability to work remotely
  - OPITO Approved Basic Offshore Safety Industry and Emergency Training Course & Additional Training in accordance with Mutual Recognition Document (UK, Norway, Netherlands, & Denmark)