



Example of Field Services Job Description

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Our growing company is searching for experienced candidates for the position of field services. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for field services

- Recommend corrective actions and documentation of supporting data
- Troubleshoot, resolve, and document client issues
- Provide onsite and remote support of varying IT incidents and requests
- Interact with customers and perform customer training
- Guide troubleshooting over the telephone, email, and chat
- Facilitate and own escalations with vendors and other third parties
- Assist in training and mentor new hires to the team
- Understand and abide by all internal and client security and operational policies
- Supervise third party service providers in the performance of field services activities within company approved safe work practices, Australian and corporate environmental regulations, policies, procedures and guidelines
- Ensure incident and injury free operations through compliance with the operational excellence management systems processes

Qualifications for field services

- Broad knowledge of corporate policies, products, markets and processes, understanding of business management principles and practices
- All resources, and logistics required to perform services and maintenance activities on customers' site/property
- Availability for travel with short notice
- Ability to drive field vans

