



Example of Field Support Engineer Job Description

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Our company is growing rapidly and is looking for a field support 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 support engineer

- Develop working relationships with regulatory agencies, dealers and OEMs
- Provide support on certification issues with dealers and customers
- Assist with technical documentation such as user's manuals, installation manuals and other technical support materials by generating technical content, reviewing and editing manuals, tech notes, diagrams, sales collateral, and other documents as needed
- Provide after-hours on-call technical support to Dealers, OEMs and Customers on a rotating basis - shared responsibility with other Customer Ops Technicians/Field Support Engineers
- Travel required at times on short notice
- Understands business models and how they can be exploited
- Provide our customers with break-fix reactive support for our print products
- Configure system hardware, software and network components
- Maintain a professional appearance at all times with regard to dress and personal appearance tools and equipment
- Provide user support both face-to-face and over the telephone

Qualifications for field support engineer

- This role will be embedded at the customer's site located in Charleston, West Virginia
- Must have a broad understanding of multi-disciplinary engineering concepts,

- Excellent technical product knowledge in the area of Cell Biology, including system operation, in the assigned area of responsibility
- Clearly demonstrates a structured work approach
- Understands the value of processes
- Applicants must be Australian Citizen's with 10 years traceable history in Australia, as a Defence Security Clearance (NV2) is required for this position