



# Example of Field Support Engineer Job Description

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Our growing company is looking to fill the role of field support engineer. 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 support engineer

- Provide Remote Support to other offices, where required
- Liaise effectively with staff and utilise the call tracking system for recording, management and tracking of all IT issues
- Communicate with users and management on support issues where necessary
- Ensure IT policies are enforced and IT Standards followed
- Assist other IT teams, acting as the local "hands and eyes" in resolving IT technical issues
- Liaising with local hardware and service suppliers
- Occasional travel to regional offices to provide onsite support when required
- This position will require to work on night shifts with a potential for extended coverage
- Support technicians in the field with troubleshooting techniques and remote diagnosis, travel to perform field diagnosis or repair
- Monitor and address issues with remote systems, networks, telephony

## Qualifications for field support engineer

- Some travel within Australia is to be expected for this support role
- Drivers Licence – Class C
- Bachelor's Degree in Engineering or Technology, or equivalent years of experience, with a minimum of eight (8) additional years of directly related

- Associate's Degree in Engineering or Technology, or equivalent years of experience, with a minimum of ten (10) additional years of directly related experience
- Demonstrated excellent customer service experience working with customers in high stress situations
- Experience providing trace analysis of packets and protocols