



Example of Field Support Engineer Job Description

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Our 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

- Carry out computer maintenance to proactively ensure that PCs are kept to high standard, including temporary file removal and hard drive maintenance
- Ensure anti-virus and anti spy-ware software is up to date
- Make sure all ICT equipment has the relevant update patches, software drivers and firmware
- Resolve network problems including hardware and network protocols
- Installation of software on standalone and networked PCs
- Configuring of third party systems including Community Connect systems and network servers as required, and maintaining and updating all ICT documentation, including network diagrams
- Diagnosis and resolution of Software and Hardware faults
- Provide training to customer's staff to enable them to undertake routine tasks "in-house"
- Preparing and performing the network integration
- Managing the resolution of customers' incidents

Qualifications for field support engineer

- Of the OEM fleet on Mitsubishi, Siemens or Siemens-Westinghouse gas turbines
- Mastery of audio system set-up, operation and load out
- Worked in various process driven environments

- Ideally Participated in Factory and Site acceptance testing (FAT)
- Extensive experience with direct customer contact, field service engineer on sites