



Example of Field Support Engineer Job Description

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Our company is looking to fill the role of 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

- Working knowledge of scripting to create a more efficient way to complete repetitive tasks
- Evaluate and recommend new workstation hardware and software
- Ensuring the SCCM and Altiris environments are functioning properly optimizing it for efficiency
- Create or modify documentation necessary for instructional purposes processes and procedures
- Act as mentor to the colleagues serving in the Automations SME role
- Manage the tasks that are assigned to the Automations SME role
- Finalize and submit reports and paperwork as required
- Act as a technical escalation point for team members
- Engage and collaborate with global colleagues and teams, vendors and outside resources
- Understand the requirements and needs of global sites in order to identify solutions, evaluate new technology and make informed technical recommendations

Qualifications for field support engineer

- Experience lead for all installation personnel, contractors, and overall responsibility for installations and installation quality
- Experience in managing project schedules

- A basic technical understanding of networking
- An appetite to learn, train and progress your career through 2nd and 3rd Line