



# Example of Field Support Engineer Job Description

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Our growing company is looking to fill the role of field support engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for field support engineer

- Provide basic and advanced technology training to colleagues as required
- Balance priorities and work independently in a fast-paced environment
- Travel to other company sites as needed, potentially internationally
- Assist management in evaluations of team member's technical skills
- Work flexible hours, including weekends when required
- Perform field support, travelling off-site to users to address networking and other issues that are interfering with product performance
- Document and create knowledgebase of issues and troubleshooting techniques
- This position requires to co-ordinate the execution of Service Introduction warranty and maintenance from the site set up until end of DLP
- Implementation and ensure the daily use of the Management Control Centre (MCC)
- Keeping up to date with safety, health and environment regulations and ensure needed implementation

## Qualifications for field support engineer

- General understanding of commonly used IT technologies including Applications, Programming Languages, Databases, Server Technologies, is required
- Completed technical studies, preferably in the field of laser technology, fine mechanics, physical technology, photonics or technicians who completed

comparable electro technical training with a strong reference to laser technology

- Several years of professional experience as a service technician in field service
- Ability to travel up to 30% mostly in Europe
- High customer and service orientation quality awareness
- Self-responsible, independent work