



Example of Field Support Representative Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of field support representative. 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 representative

- Use your local knowledge to help the store maximise the sales of products relevant to your specific region
- Develop store knowledge to enable to be able to advice customers of locations of alternative products in stores
- Attend national meetings at the Birstall head office site when required attending all regional meetings
- Assesses the ability of the customer to provide service
- Communicate technical information effectively in writing verbally
- Trains customers in the use of Company products, equipment and services
- Troubleshoots customer problems and issues with Company products and services
- Trains customers in the use of Cornerstone Practice Management Software
- Troubleshoots customer problems and issues with software, hardware, equipment and services
- Acting as the customer advocate communicates customer needs for additional products and services to sales team, research & development and others

Qualifications for field support representative

- Familiarity with WireShark and VisualVM troubleshooting tools
- Reformat and manipulate geographic information system (GIS) source data for imagery
- Apply scripting language to augment and enhance behaviors
- Maintain training content