



# Example of Field Support Representative Job Description

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Our innovative and growing company is looking for a field support representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for field support representative

- Support system installations and problem resolution at several other sites
- Must be available to work non standard work schedule and be available for overtime and standby
- Covers assigned customers in Metro Region to include 40 to 50 Accounts (60%)
- Complete Service Report Orders (SO)
- Primary responsibilities are printer and copier repair
- Servicing clients within the Southwest suburban area of Chicago
- Provide Customer with overview of installation activity, site-specific information and access to appropriate contacts
- Deliver services, including customized services to large enterprise, complex or corporate accounts
- Research consignment inquires in a professional and courteous manner, and work with consignment team members to identify, and resolve internal/external customer issue in a timely manner
- Research and submit credit Requests for pricing discrepancies

## Qualifications for field support representative

- Territory is Newport News/Hampton/Williamsburg area
- Ability of providing integration instructions on various IS in support of CP operations

- Capable of performing basic IS/IA troubleshooting and configuration
- Ability to communicate with a wide variety of individuals (employees and managers) throughout the organization and outside of the organization
- Bachelor of Science degree in Mechanical Engineering or a Construction Management (Mechanical) curriculum