



# Example of Field Support Representative Job Description

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Our innovative and growing company is hiring for a 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

- Clear paper jams
- Assist Customer with an overview of the Device functionality
- Coordinate with Client regarding Device and Client Branded Software Support Service calls
- Report any occurrences of Customer dissatisfaction to the appropriate Client Account Delivery Manager
- Assist in the collection of usage pages for Devices when required
- Provide troubleshooting for Device problems or perform spare Device replacements
- Provide break/fix support on Client- provided Devices
- Perform maintenance on Devices as directed by the appropriate Client Account Delivery Manager
- Utilize web-based software to manage the Fleet which may include proactive monitoring through Web Jetadmin, and initiating Device related trouble tickets into the Customer supplied ticketing system
- Track usage/activities at the Customer Site(s)

## Qualifications for field support representative

- Experience with continuous improvement projects preferred
- Previous leadership roles or demonstrated ability to lead

- HSD or Equivalent
- Printer experience preferred or some electrical/electronic background experience