



Example of Field Technical Support Job Description

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Our growing company is looking for a field technical support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for field technical support

- Maintain and update A-01 policy including collecting signed documents and testing reports, , train suppliers to ensure compliance
- Escalation point for onsite engineers, remotely or onsite as needed
- Work according to project plan, installation plan, and escalation plan
- Assembles and integrates system/product, and verifies system/product operation
- Provides detailed technical support for UPG distribution account customer's personnel on technical product, controls, and service, warranty, and policy issues
- Manages, monitors, approves, and denies UPG distribution account customers warranty and concessionary expenses as a percentage of equipment sales while developing programs to continually reduce these expenses
- Acts as liaison between Factory Quality, Manufacturing, Marketing, and Engineering team members in resolving field product issues and coordinating field test programs of product, accessories, control and components on related distribution customer issues
- Resolves distribution account customer complaints in a timely, effective manner
- Trains distribution account customers on proper equipment and controls installation, application, servicing, and maintenance practices
- Monitor maintenance flight logs, MEL usage and delay reports routine AIS

Qualifications for field technical support

- Background checks will be completed
- Experience in leading major aircraft sustainment new initiatives development and implementation
- Ability to integrate multi cross-functional operation delivering process efficiency and rapid solutions to a world-wide fleet to include multiple platforms and commercial Customers
- Business experience with sustainment systems and contract negotiations
- Ability to oversee and manage operational aspects of ongoing projects and serve as liaison between - Program Management and other organizations
- Experience in managing costs within Earned Value Management System (EVMS) and budgetary constraints