



Example of Field Technical Support Job Description

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Our company is growing rapidly and is looking for a field technical support. 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 technical support

- Provides telephone and/or job site Pre-Sale or Post Sale technical support to National Account Customer for prompt resolution of UPG product issues
- Ensure communication of identified chronic problems, recommended courses of action, and the status of repair or troubleshooting plans to all maintenance departments by creating detailed Technical Service Action Requests
- Provide technical assistance, as needed, to Maintenance Control and hands-on assistance to Line Maintenance to minimize MEL usage and additional exposure to repeat Powerplant and APU related discrepancies
- Coordinate with various Allegiant Air departments to ensure proper implementation of repair and troubleshooting processes are utilized
- Maintain hands-on competency with Allegiant Powerplants and APU systems and various test equipment used in troubleshooting and testing
- Provide any required instruction relative to Allegiant Air Powerplants and APU's currently utilized and on any new equipment as necessary
- Reviews and responds to Powerplant and APU related "Request for Technical Service Assistance" forms as they are received and when necessary will work alongside Powerplant Engineering in a collaborative effort to research appropriate technical data to ensure timely troubleshooting and repair
- Review service bulletins, service letters, and other data to identify solutions to chronic issues and/or modifications to improve Powerplant and APU reliability
- Manage MTO Program and generate Action Requests to disposition engines

- Develop Engineering Advisory Bulletins (EAB) to address and clarify Powerplant and APU troubleshooting procedures

Qualifications for field technical support

- Must have excellent communication skills and the ability to interact with customers on-site, in a professional manner
- Working scheduled and unscheduled overtime is required
- Good presentation and public speaking ability
- Must be able to complete required product training
- 3+ years of experience working in a support organization preferably Biotech, Life Sciences, or related industry including corporate and field staff
- Extensive CRM experience, preferably SFDC