



# Example of Field Technical Support Job Description

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Our innovative and growing company is looking to fill the role of field technical support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for field technical support

- Provide direct or indirect support to all PWI installations, relocation delivery and support
  - As an experienced and qualified Specialist Engineer of PWI, be responsible for monitoring, supporting & executing administration tasks for PWI according to agreed service deliverables, including cost effective solutions and services for ongoing support
  - Focus on the Escalations management and support to Tier 1 to Tier 3 engineers (Complex Break/Fix Resolution / Support)
  - Assist the Technical manager and ASM in their overall responsibilities
  - Respond to urgent and complex trouble escalation calls (in accordance with timeliness guidelines of agreed service levels)
  - Communicate with internal and external PWI support levels in accordance with the Escalations Management Process
  - Provide leadership as escalation point in complex situations or platform services escalation levels 1 through to 3
  - Investigate, manage, and reduce cases through a systematic escalations management process
  - Lead projects to reduce cases through case management and knowledge sharing Process
  - Provide 1st level technical support to Service and Construction and ensure continuous improvement of trouble shooting support within the service and construction operation
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- Knowledge with phone systems, scripts, and call routing
- Provides customer service and repair of Printers and MFP devices
- Day to day servicing and maintenance
- Experience and strong knowledge of multiple systems across CCTV, access controls and intruder
- Problem-solving issues that arise with product installation on-site with the customer
- To actively engage with the R & D function to close gaps in the existing portfolio if a customer highlights functional equipment not currently offered in the current portfolio