



Example of Premier Field Engineer Job Description

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Our company is searching for experienced candidates for the position of premier field engineer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for premier field engineer

- Develop relationships with technical directors or lead architects for the supported technologies resulting in more participation in planning and improved satisfaction
- Provide technical support including product technical training onsite, via telephone, and electronic media
- Provide product and solution support and training, both onsite and remote
- Diagnose and correct software performance problems
- Drive a balance between business and technical acumen
- Participate in community conversations through blogs, discussion forums
- Manage cases and sub-cases to ensure resolution of all issues
- Develop and implement strategies for providing active support resulting in fewer incidents, increased availability, or accelerated deployments
- Participate in early assist for key products in order to maintain product knowledge and ensure delivery of high quality support
- Act as the primary onsite technical contact, providing customer visibility, advanced technical support and problem resolution for corporate customers, including issues raised to the highest

Qualifications for premier field engineer

- Desired background in Technical Training, Education Bachelor's Degree in Comp
- Minimum of 3 years of experience in systems development, network

- BA or MSc Degree
- Current Windows MCSE preferred
- Intermediate to advanced knowledge in Storage Policy Configuration and troubleshooting including Underlying technologies such as SAN, SAS, and iSCSI