



Example of Tech Field Job Description

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Our company is growing rapidly and is looking to fill the role of tech field. 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 tech field

- Ensures cases/tickets are closed in a timely fashion to meet all Client SLAs & Customer Satisfaction Goals
- Will be the first wave for escalation (amongst the Field Services Team) for technical issues and high visibility customer inquiries
- Escalates to Field Services Management on issues that impact the entire operation at a given site
- Provides technical feedback to Level 1 Service Desk and Level 2 Field Service on technical / process issues that can be used to improve overall service delivery (with this feedback – KB articles will need to be provided by the Team Lead)
- Performs basic installation and maintenance of technical products
- Updates and tracks assets (Desktops, Laptops)
- Coordinates weekly meetings with FS staff to ensure all workflow processes and policies are being followed
- Fiber Route Maintenance
- Install, repair, assemble, test, troubleshoot actuation and control packages in accordance with the original equipment manufacturing standards, to minimize customer downtime and maximize customer satisfaction
- Advise customers on repairs, replacement options and costs

Qualifications for tech field

- Ability to work well under pressure and effectively manage competing priorities
- An Associate degree in Computer Engineering or Electrical Engineering
- 1 year(s) experience in Information Technology working experience with routers, switches, and home wireless, including configuration and troubleshooting
- Intermediate analytical and problem-solving skills strong analytical skills and the ability to define problems, collect data, establish facts, and draw conclusions