



Labor Category: **Field Support Representative/Journeyman**

Schedule: Full-time

Travel: Yes, 100% of the time

Essential Job Functions

- Field Service Rep will provide on-site field support to customers including installation, servicing, and repairing systems and equipment Verifies and approves operational quality of system equipment
- Resolves customer issues in the areas of hardware installation, repair, upgrade and maintenance Assists in investigating and resolving complex installations and maintenance matters of significance
- Instructs customers in the operation and maintenance of systems/equipment
- Perform installations, tests, preventive maintenance, troubleshooting, and repair for communications equipment, electronics equipment, large/mini computers, and buses for those in networked environment
- Ensures issues are referred to the appropriate personnel/service areas for follow up, testing and troubleshooting
- Acts as a liaison with customers on administrative and technical matters for assigned projects
- Performs analysis and prepares reports on system problem trends and issues
- Support installation, integration, testing, and field service to customer
- Analyze and repair faulty electronic equipment
- Ability to distinguish between hardware and software problems in multi-vendor systems
- Read and interpret schematics and block diagrams
- Provide formal training and guidance to military personnel on variety of ECM equipment
- Upload new systems parameters via computer interface
- Manage and inventory control of assets
- Performs measurements of electronic/electro-mechanical/computer equipment in accordance with military and commercial standards

Qualifications

Basic Qualifications

- Bachelor's Degree in Engineering, Computer Science, Business, or related field preferred
- Eight or more years of direct relevant field support experience
- Experience working with the company's hardware, software and equipment products
- Experience working with customer technology and support requirements
- Active SECRET clearance and passport required**
- Must be a US Citizen**

Other Qualifications

- AA degree/2 year technical school in appropriate field and 3 years of experience substitutes for 7 years of experience
- Prior military experience desired, not required
- Must be physically fit
- Electronics repair skills down to the component level

- Good interpersonal skills to work with customers and other unit personnel
- Good analytical and problem solving skills
- Good communication skills
- Good time management and organizational skills
- Ability to resolve hardware and equipment problems
- Willingness to travel