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## Engineer in Charge

- Ranking product expert in the field
  - Develop troubleshooting plans and share internally and externally
  - Own the Trouble Shooting Guide and coordinates with other site's EICs on BKMs, etc.
  - Support FOK installs with imperfect procedures to develop new BKMs
  - Generate new procedures and training material for FOK systems
  - Train the trainer on advanced topics, new procedures, FOK, etc.
  - Coordinate with other roles within the Applications Team, HQ engineering
  - Act as the primary point of contact when something goes wrong
  - Supports in identifying parts, improved spare parts catalogue and adjust WINGS / OR warehouse stocking levels
  - Technical BS or MS degree preferred
  - Strong written and oral communication skills required
  - Ability to stay cool during heated customer escalations and multitask under pressure
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