

Travelling Field Service Engineer Role

The scope of your responsibilities would include the following:

- Provide system service during field visits or dispatches
- Manage installation, repair, maintenance, and test tasks
- Diagnose errors or technical problems and determine proper solutions according to company and customer procedures

Key Duties:

- Establish and exceed customer expectations
 - Provide phone support to customer technicians to facilitate the resolution of hardware/software issues
 - Training of customer operators and maintenance staff
 - Produce timely and detailed service reports
 - Document processes
 - Follow all company's filed procedures and protocols
 - Cooperate with technical team and share information across the organization
 - Comprehend customer requirements and make appropriate recommendations/briefings
 - Build positive customer relationships
 - Travel up to 100% of the time may be required
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