

## **Position Title: Field Service Representative 2 (FSR2)**

### **Description**

- To provide remedial service to a wide range of industry products.
- Perform direct maintenance as required and resolved complex problems.
- The work may range from installation of new systems including networking to diagnosis of a wide range of customer problems, both software and hardware.
- All tasks should be completed in line with company technical and quality standards and procedures and to provide a high degree of customer satisfaction.

**Essential Duties & Responsibilities:** The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Works with clients to determine problem and develops and implements appropriate technical solution.
- Answers to or escalate calls within given timescales.
- Undertakes installation and maintenance of client systems e.g. PCs, networks.
- Carries out complex repairs/upgrades to existing systems.
- Monitors recurring faults or errors, analyses trends and develops relevant response.
- Develops and maintains client relationships, identifying opportunities to extend existing service agreements.
- Assists in development of test and repair processes.
- Liaises with help desks, support centres etc.
- Diagnoses and carries out complex repairs/ upgrades to all mid-range defined hardware, including UNIX, printer and networks.
- Installs and tests network operating systems.
- Performs trouble shooting and problem resolution.
- Undertakes prompt ordering and return of parts.
- Processes paperwork and systems relevant to client queries/ upgrades.

### **Critical Experience, Know-How and Qualifications required to undertake the role**

Typically, secondary education qualified with a relevant technical qualification and at least 2 years relevant work experience.

### **Pomeroy Key Competencies**

- Teamwork
- Leadership
- Communication
- Responsibility
- Initiative

- Focus on Results
- Customer focus
- Ability to work under pressure

#### **Job Specific Competencies**

- Flexibility
- Appreciation of detail
- Analytical Capability
- Planning & Organization Judgement
- Initiative
- Focus on Results
- Customer focus
- Ability to work under pressure

**Physical and Mental Demands:** The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by multi-media; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk, stand and move about to accomplish tasks, particularly for long distances or moving from one work site to another. Must have ability to ascend and descend stairs. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands:** While performing the duties of this class, employees are regularly required to effectively use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; and interact with colleagues, Clients and Vendors. Specific incumbent must maintain composure in a fast paced, high quality environment where personal and team accountabilities are the defining factors. Work is generally performed within an office environment, with standard office equipment available.