

Also referred to as: Field Customer Engineering Director, Field Customer Support Director

Requirements

Field Service Director directs and oversees field services activities within an organization. Plans and develops policies and procedures for on-site installation, testing, maintenance, and troubleshooting. Being a Field Service Director ensures all broadband service projects are completed within budget/deadline to meet customers' needs. Requires a bachelor's degree in area of specialty. Additionally, Field Service Director typically reports to top management. The Field Service Director manages a departmental sub-function within a broader departmental function. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function. To be a Field Service Director typically requires 5+ years of managerial experience.

Job responsibilities

- Supervise, manage and training of service technicians
- Manage workload, overtime and overall demand on labor resource planning
- Work with sales teams on sales and rental equipment.
- Review projects, define the equipment and service scope with customer and sales department.
- Monitor cost and overall profitability of projects
- Work with procurement to prepare equipment PO's, installation and parts lists, and vendor required items as well as to coordinate shipment and installation to customer site
- Supervise mechanical and electrical installation, monitor and enforce scope as well as manage customer expectations
- Supervise start-up & commissioning of the equipment
- Obtain inspection sign-off, customer sign-off, and monitor final invoicing preparation

Job Qualifications

- Minimum of 2-5 years of field service management or project management experience required
- Must have strong technical ability with equipment
- Individual should be able to interact and develop relationships with the sales department, customers and management.
- Excellent verbal and written communication skills
- Previous safety and/or hazmat training a plus
- Valid driver's license
- Ability to work on a flexible work schedule
- Dynamic and passionate with a strong teamwork mentality

