

Gilmore Solutions, Inc.
FIELD ENGINEER



GENERAL SUMMARY:

The Field Engineer is responsible for the successful execution of the company’s business objectives by providing service and support to our clients. Exemplifying our core values will be paramount for successful accomplishment of the duties and achievement of the desired results. The Field Engineer reports to the Director of Operations.

Primary Accountabilities	Successful Outcomes	Expectations	Potential KPIs
Service Delivery	<ul style="list-style-type: none"> Well-defined & executed processes and procedures Inter-departmental communication & seamless cooperation Improve utilization and increase productivity of resources Timely and effective internal & external communication In-depth knowledge of the key factors that differentiate the organization Self-motivated with the ability to adapt easily to a constant changing environment 	<ul style="list-style-type: none"> Strong analytical and problem solving skills Sound decision-making skills Attention to detail Excellent communication, interpersonal and organizational skills Passion for helping clients – “do what it takes” attitude Highly flexible and adaptive in a fast-paced environment Ability to manage multiple issues with differing timelines and deliverables, staying calm in stressful situations Willingness to work flexible hours and participate in on-call rotation when necessary to achieve client and team goals Identifies areas for improvement of process and procedure, and provides feedback to leadership 	<ul style="list-style-type: none"> Age assigned ticket resolution time by priority Increased operations efficiency Documented procedures followed

Primary Responsibilities	Successful Outcomes	Expectations	Potential KPIs
Client Satisfaction	<ul style="list-style-type: none"> • Proactive mindset • Representation of Gilmore Solutions in a positive manner in all interactions with clients and prospective clients, projecting a friendly and professional image at all times • Improve customer service, perception and satisfaction • Client expectation/escalation management 	<ul style="list-style-type: none"> • Identify & respond to client satisfaction issues before they occur • Interpersonal skills such as telephony skills, communication skills, active listening and customer care • Exercising strict confidentiality with respect to any and all accessible client information, whether verbal, written or digital • The client's perspective is ALWAYS the most important • Highly effective client communication • Show empathy and interest in assisting clients • Strong active listening skills 	<ul style="list-style-type: none"> • Number of client complaints • Number of reopened tickets • Client satisfaction surveys • Number of rescheduled tickets
Tier 1 Engineer	<ul style="list-style-type: none"> • Provide Tier 1 service and support • Follow up on outstanding requests and ensure timely resolution • Ability to work function as a strong team member, utilizing available resources • Escalate service issues that cannot be completed within agreed service levels • Dedication to personal growth and achievement • Understanding of support tools, techniques, and how technology is used to provide service 	<ul style="list-style-type: none"> • Proven track record of gaining trust and respect by consistently demonstrating sound critical thinking skills • Well-prepared and actively engaged in departmental and team meetings • Ability to diagnose client issues through process of elimination by asking probing questions • Accurate and timely entries in ConnectWise • Punctual, regular and consistent attendance 	<ul style="list-style-type: none"> • Peer reviews • Ticket time to resolution • Team objectives obtained • Professional development goal achievement • Billable utilization