

Field Service Engineer (FSE):

Field Service Engineers deliver exceptional service to our customers on a consistent, long-term basis. This front line role requires a focus on technical expertise and customer service.

As SEI provides 24x7 onsite data center hardware maintenance, engineers respond accordingly to service calls at the customer

site. Travel consists typically within a 100 mile range, as well as periodic training, at times out-of-state. When on call, the field engineer may need to drive to a customer location at any time of day or night.

The successful candidate must be results oriented, customer focused, possess strong technical and mechanical aptitudes and have the ability to work independently on multiple issues.

Responsibilities:

Maintaining and servicing data center hardware equipment (primarily mid to high-end servers and other storage devices)

Providing top-notch service to our customers to ensure 100% customer loyalty

Managing the hardware maintenance needs of assigned accounts

Being passionate about helping people and fixing problems

Understanding and practicing pro-active service methodology

Engaging other departments when appropriate (i.e. Purchasing, Support, Sales)

Knowledge/Experience servicing any of the following mid to high-end server platforms is preferred:

- HP9000/3000
- IBM RS6000/AS400
- DEC VAX/Alpha
- SUN Sunfire/Enterprise
- Compaq Proliant/HP Netserver

Requirements

Field Service Engineer should be comfortable with the following:

- Lifting up to 50 lbs and bending/twisting/kneeling to work on various sizes of equipment
- Working on small and delicate parts, sometimes in small, narrow areas which may limit full-range mobility
- Scheduled rotation of on-call availability for 24x7 customer needs

Interested?

If your skills and positive attitude are a good fit for SEI, [please apply](#) today.