

## **Lead Field Service Representative**

**\*U.S. CITIZENSHIP IS REQUIRED.**

**\*CANDIDATE MUST POSSESS A VALID U.S. PASSPORT.**

**\*U.S. DOD SECRET SECURITY CLEARANCE IS REQUIRED.**

**\*COMPENSATION IS COMMENSURATE WITH EXPERIENCE**

### **Narrative Job Summary: OCONUS**

Lead and direct complex projects involving advanced technical concepts through all phases of installation, checkout, systems tests, operation, maintenance, training and logistics support to fulfill customer requirements. Lead other Field Service Representatives or mechanical, electrical/electronic, aerostat, or IT personnel for both operations and maintenance activities on the system, site and support equipment. Participate in the overall operation of the aerostat system including launch, inflight and recovery activities. Direct the maintenance of the mechanical, electrical/electronic, aerostat equipment, on the aerostat system and site which can include structural, hydraulic, electrical/electronic, Aerostat or IT equipment. Proactively identify and resolve technical issues that arise. Provide information in the form of reports and via real-time communication to ensure others across the organization are informed as required.

NOTE: Lead Field Service Representative (FSR) can be mechanical, electrical/electronic, aerostat, or IT.

### **Working Procedure:**

The following are the usual major job duties but this job description does not preclude the performance of others, duties by the incumbent, nor the question being raised on the proper rate of pay for the assignment.

- Perform the role of lead mechanical, electrical/electronic, aerostat, or IT FSR to direct other FSR's and technicians in the performance of selected operation and maintenance tasks
- Direct the efforts of other FSR's as assigned
- Proficient at a wide range of technician tasks to include using standard mechanical and electrical hand tools, mechanical disassembly/assembly, wiring, soldering, operating standard and unique test equipment, repairing aerostat fabric and handling high-pressure gases
- Maintain, troubleshoot and repair mechanical structures, aerostat structures, hydraulic systems, fiber optic components, avionics and electrical components
- Maintain, troubleshoot and repair ground systems such as generators, communication, and weather systems

- Perform as a senior member of the aerostat flight crew for the purpose of aerostat line handling; pre-and post-flight inspection; weather observation; helium toppings; snubbing; inflations/ deflations; tether inspections, proficiency in all emergency procedures for both moored and airborne flight aerostat operations
- Perform both corrective and preventive maintenance on structural, hydraulic, electrical/electronic, aerostat, or IT equipment
- Responsible for identifying field operational problems and developing solutions
- Operate all standard, and special test and support equipment including any calibration and repair activities that can be performed at the site level
- Conduct field tests; analyze test data and submit appropriate test reports
- Install approved engineering change proposals, modifications, and upgrades
- Assist in accident investigations
- Perform as a member of the Critical Response Team as directed
- Perform site surveys, emplacement, and displacement activities
- Read understand and apply information and instructions obtained from operational, technical and vendor manuals
- Research, prepare and submit written reports and field correspondence addressing all technical, operational and maintenance aspects of the electrical/electronic, mechanical, aerostat, or IT area for which they are responsible
- Provide troubleshooting direction to the sites either telephonically, via email, or at the location
- Provide training to personnel as required
- Ensure all failed hardware is properly documented and sent for repair or disposed of and re-ordered
- Ensure safety and security procedures are practiced in all phases of aerostat operation and maintenance
- Perform other duties and responsibilities as assigned

**Education Requirement:** Bachelor's degree in a related discipline or an associate's degree, plus two years of formal technical training (via military or civilian technical schools) is required.

**Experience Requirement:**

- Requires a minimum of eight years of hands-on experience in functional tasks either on an aerostat system or a related industry/military equivalent
- Additional formal training and Cross functional skills
- Recognized subject matter expert (SME) on several systems
- Ability to act independently
- Lead lower classified technicians of any skill set
- Ability to obtain a DoD Secret Clearance

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