

# HP Field Service Engineers

For HP PageWide Web Presses



## Our experience, your advantage

**At HP Graphics Solutions Services, we understand that when it comes to the business of printing, equipment and technology is just part of the story. From support services to training, production optimisation and customised service programmes, HP has got your business covered. These services are delivered onsite or remotely using advanced troubleshooting and service tools to help you capture more high value pages and thus gain a higher return on your investment.**

HP Field Service Engineers are dedicated to maintain and optimise the performance and utilisations of your digital printing equipment. Our engineers are responsible for meeting the daily service repair needs of HP's full range of high-end digital printing equipment and optimising customer satisfaction through service excellence.

HP Field Service Engineers work directly with customers to keep their digital printing operations up and running at peak efficiency. While troubleshooting, diagnosing and resolving HP digital printing equipment issues, HP Field Service Engineers install required hardware, perform software and firmware updates, and escalate unresolved issues as needed.

HP Field Service Engineers serve as focal points, to orchestrate HP interactions and enable your production goals to be effectively met while understanding key opportunities for optimising high-end digital printing operations and customer satisfaction.



## HP Field Service Engineer Competencies

### Education

HP Field Service Engineers are generally highly experienced individuals, who hold a minimum Associate's degree and have 6+ years of experience.

### Electro-Mechanical-Pneumatics Technologies

- Expert knowledge on the general and technical aspects of high-end digital printing operation
- Mechanically skilled in disassembling and assembling of tooling assemblies, including troubleshooting and worn components replacement
- Electrical expertise in high-voltage electrical safety procedures, detailed understanding of Lock Out/ Tag Out procedures. Experience and ability to determine the voltage of exposed energised parts and identification of hazards
- Proficient in Electronics, including reading schematic drawings, wiring, PCBs and component level troubleshooting, micro-soldering, oscilloscope use, take waveform measurements
- Qualified in pneumatics, including deep understanding and troubleshoot/repair skills of pneumatic systems and corresponding component failures
- Comfortable with documentation of electrical, mechanical, pneumatic, software, maintenance and repair procedures

### Compute System Technologies

#### Programming skills

- Expertise in equipment software & computer integration (Linux, C++, Visual Basic, machine code, etc.), able to programme or update programmes and firmware
- Experienced in developing solutions in a complex scripting/programming language (e.g. PERL, Java, XML)

#### Server administration

- Experienced with systems administration (e.g. Windows and/or Linux environment).
- Knowledgeable in Operating Systems management, maintenance of User access, control management and security administration

#### Networking/Server Hardware

- Experienced in supporting and/or managing Enterprise network hardware (switches, hubs, disk arrays)
- Proficient in TCP/IP and Ethernet networking

HP Field Service Engineers demonstrate the mandatory competencies above in a high performance environment including versatile technical competence, judgement, flexibility, leadership, project management, dependability, initiative, productivity, communication skills, with the ability to multitask, work independently or in a team, and meet timeline with full commitment to quality and safety.

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