



Technical Subject Matter Expert

Job Scope

A Technical Subject Matter Expert can perform all tasks involved with Service Coordinator III job description. Serve as primary in-house support in the area of expertise Assist in developing processes and procedures in the area of expertise Perform quality control for work performed by others. Travel not required. Participate in root-cause analysis activities involving your area of expertise. Provide feedback in area of expertise with strategy in efforts to improve FSG standards Other duties as required to support the operation of FSG Leadership and Training & Development Current on lighting/Development in specific SME applications.

Subject Matter Expert Types: Lighting Electrical Estimating Energy Management Systems Signage

Responsibilities

- Contributing to the development and verification of technical reference information, including user guides, training manuals, and system requirements
Identifying areas where technical solutions would improve business performance • Provide input to leadership about the different standards for area of expertise
Involved in discussions with different customers, as needed, to explain in detail the scope of work needed
Participating and/or leading one-on-one and team sessions with peers, colleagues, partners, and customers that highlight areas of expertise in the resolution of business issue(s)
Developing/delivering/leading FSG strategy workshops internally and externally
Recognize and develop select customer relationships, conducting ongoing, in-depth analysis of customer long-term service issues, and strategies for customer development