



## **FIELD SERVICES TECHNICIAN**

### **Frequently Asked Questions**

#### **Who is Prevail?**

Prevail Resources and Prevail IT are based in Dallas, Texas with operations in more than thirty states. The company offers two lines of service, high level IT consulting and staffing, and technical field services, including break/fix repair of PCs and Laptops, for Dell, SONY, Lexmark, Lenovo, IBM, Apple and Acer.

#### **How long have you been in business, what is your experience in the industry?**

Prevail was founded in 2007 by four industry professionals averaging over fifteen years in the industry. We have grown from a handful of employees to over 150 across the United States, with another group of employees in the UK, India, and Europe. Currently, the company is owned by two partners who are active in the day to day operations of the company.

#### **What does a Field Service Technician do?**

Our Field Service Tech's offer a variety of services to our customers, for example:

- \* Break / Fix services on PCs and Laptops – commercial and residential
- \* Break / Fix services on Printers
- \* Server configuration on IBM, EMC, DELL and Citrix server systems
- \* Implementation of new server systems, PCs and Laptop expansion
- \* Desktop support
- \* Satellite break / fix services

#### **How does Prevail pay its employees?**

We pay either on a per call basis, hourly or by the job. Our employees currently are paid weekly, on Fridays, however the company is considering migrating our payroll to a bi-weekly pay period.

#### **What about mileage reimbursement?**

Prevail pays a flat per call rate for calls less than 25 miles each way, and additional flat fee for calls further than 25 miles each way. Other mileage may be approved on exceptions where our employees travel further than a reasonable amount.

#### **Who will manage me?**

That depends. Prevail offers several models, including a managed service model and a staffing model. If you are in our managed service model, you will be managed by Prevail's Technical Manager. If you are in our staffing model, you will be managed by one of our customer's managers.

#### **What sort of training does Prevail provide?**

Prevail requires our Field Service Techs to be certified in the computers/printers/technologies that they service. We pay for your DELL, IBM, SONY, Apple, Lexmark, Acer, and Hughes Satellite etc...certifications! We offer our techs continuous education at no cost to the employee.

#### **What areas of the US do you cover?**

All of them. All 50 states, Puerto Rico, and certain areas of South America and Europe.

#### **Can you work for Prevail with a felony or misdemeanor conviction?**

Felonies are exclusions for working for our company. Misdemeanors are considered on a case by case basis.