

SOURCE
techworks



Source Techworks Field Services Network

Who Are Source's Field Service Professionals?



**Thousands of Members
Supporting Millions of
Entitlements Worldwide**

There have been many reports in recent years about a large shift in the US and global economies toward a freelance workforce. This trend continues to build in the data center, medical, and industrial automation industries. In our second annual Source Techworks FE survey, we sent an online survey to 5,677 active members and technical resource partners who are part of our global Source Techworks network to gain an understanding of their background and work experience as freelance field support professionals. We received 301 total responses; about 89% of respondents reside in North America. The survey was open from October 2020 to November 2020 and results were submitted anonymously.

The survey results indicate to us that, by any measure, Source Techworks features a truly remarkable group of freelancers. Our Source Techworks professionals are tenured, dedicated, and they take pride in providing the best possible support and customer service experience.

Background & Experience

45%



have completed a Bachelor's degree or higher

and an additional

32%



have completed an Associate's degree or some form of trade/technical/vocational training

89%



have worked as a freelance field support professional for at least 6 years

Of those respondents with less than 6 years of experience, 7/10 Agree or Strongly Agree that their educational background directly relates to the field support services they perform today

48%



have more than 15 years of experience as a field support professional

Continuing Professional Development

66%

Expand their skills through self-guided research & continuing education courses

43%

Attend conferences, workshops, or webinars to expand their skills

SOURCE
academy

All active Source Techworks members have access to Source Academy, Source's training platform that educates and certifies Source's teams on customer products and support procedures as well as industry best practices.

Soft Skills

Communication & Dependability

Accountability

Problem Solving

Customer Service

TOP-RANKED SOFT SKILLS

Dedication

Professionalism

Willingness to Learn

Creativity