

Job Title: Field Service and Cabling Engineer

Applications to: **Teresa Heaven – Office Manager +44 (0) 1235 539101**

Package/Salary: £24,000 to £26,000 depending on experience



A vacancy has arisen for a Field Service Engineer with extensive cabling experience to join our busy technical team assisting with day to day break fix, technology roll out and project-based work across UK & Europe.

Previous experience in a similar role is essential.

Position Summary:

This position is responsible for providing onsite service and support to customers. To act as a mobile field service and cabling engineer on assigned open tickets to resolve customer affecting technical issues in a timely fashion in order to maintain maximum customer satisfaction. This relates to all technology, to include: cabling issues, cabling cabinets, workstations, servers, printers, networks, and vendor specific hardware and software. This position serves as a technical resource assisting both end users and less experienced support analysts in effectively identifying issues and using effective troubleshooting techniques to resolve end user technical issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serves as customer facing technical resource and works in collaboration with engineers and other senior staff as needed to provide effective end user support and issue resolution.
- Consults with clients and end-users, to determine hardware, software or system functional specifications.
- Collects detailed information, performs thorough analysis and relies on experience and judgment to determine the most effective method of resolution.
- Manages escalated customer tickets in a timely and effective manner.
- Logs all support desk interactions in ticket system.
- Escalates problems to other departments as needed.
- Prioritizes and implements approved system modifications, programs and other such requests of medium to high complexity.
- May serve as a project team member on project implementations; independently completing assigned tasks of medium to high complexity resulting in successful, on time and on budget projects.
- May supervise and train less experienced staff or project team.
- Creates formal documentation including configuration documentation, test documentation, and support documentation.
- Provide value as a team member in cross functional implementations while demonstrating effective interpersonal skills resulting in successful systems implementation and support.
- Promote knowledge transfer to influence positive change and strengthen the team's performance
- Stay abreast of the latest technology trends
- May provide on-call support coverage via on call rotation schedule as needed
- Other duties as assigned

Minimum Qualifications (education, experience, skills & attributes)

- 3+ years of experience performing field service and cabling duties
- Exceptional customer service skills with expertise in troubleshooting, diagnosing and solving complex computer related problems.
- Ability to work professionally with all levels of client organisations staff.
- Wide degree of creativity, leadership, and latitude is expected.
- Self-directed, able to prioritise and effectively handle multiple service requests at a time under high pressure and challenging situations.
- Excellent organisational, time management, written and verbal communication skills
- Strong working knowledge of computer hardware and network operating systems and expertise troubleshooting hardware and software compatibility issues across various configurations
- The ability to work quickly and accurately in a shared community environment.
- Ability to complete multiple tasks with minimal direction.
- Advanced hardware and network connectivity trouble shooting skills.
- Ability to listen and analyse customer needs
- Ability to interact with end-users, Vendors, and Client IT departments.
- Presents a positive image that reflects well on the organisation.
- Ability to travel up to 75% of the time including EU travel
- Full, clean driving licence

Work Environment

- The employee is exposed to various business environments with moderate noise levels created by computers and/or printers and light traffic.
- This position is administered in an extremely fluid, fast paced fashion with multiple high-priority demands

Physical Demands

- Frequent travel
- While performing the duties of this position, the employee is regularly required to talk & listen.
- The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 26-39 pounds and occasionally lift and/or move up to 40-60 pounds.
- Specific vision abilities required by this position include close vision, distance vision, colour vision, peripheral vision, and the ability to adjust focus.