



Job Title: Field Service Engineer

Applications to: **Glenn Hallam – Operations Manager +44 (0) 1235 539101**

Package/Salary: TBC, dependent on experience

A vacancy has arisen for a Field Service Engineer 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 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: workstations, servers, printers, networks, and vendor specific hardware and software. This position serves as a senior 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)

- 1-2 years of experience performing field services 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

Work Environment

- The employee is exposed to various business environments with moderate noise levels created by computers and/or printers and light traffic.
- 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.