

VERSION 1.0
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JOB DESCRIPTION:

FIELD IT ENGINEER

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MICRON COMMUNICATIONS LIMITED
UNIT 3B COLDHARBOUR BUSINESS PARK
SHERBORNE DORSET DT9 4JW

Title:	Field IT Engineer
Reports TO:	Projects Manager
Escalation:	Operations Director

PURPOSE OF JOB ROLE:

Responsible for installing, maintaining and supporting IT and WiFi systems for both existing and new customer base. The role requires flexibility to travel and stay away from home. When you're not travelling to customers of Micron's office in Sherborne, Dorset you will be based from home therefore you will be required to have a sufficient set up at home.

Micron offers its customers a fast, dependable and personable service, 24/7, 365 days a year. To fulfil this, we require all Engineers to complete Out Of Hours (OOH) cover on a rota bases. You will receive additional payment for OOH cover. Due to the nature of the role and the location of our customers occasionally there will be a requirement to start early or finish late, we try and keep this disruption to a minimum where possible.

JOB DESCRIPTION:

Below, are a list of activities/duties associated with this role. The list is non-exhaustive, and the employee will [from time to time] be asked to fulfil other duties as directed by the Senior Leadership Team.

Projects

1. Assist in pre-configuration projects
2. Carry out telecoms installations where required
3. Assist in the design and implementation of new Network solutions
4. Update paperwork on projects and customer documentation
5. Perform Wireless Surveys
6. Carry out remote project work and work requests
7. Provide holiday cover for field, telecoms engineers

Support Desk

1. Provide telephone /remote assistance in resolving cases
2. Attend site to rectify maintenance issue
3. Provide advanced technical insight to the Support Desk
4. Regularly update case tracking information
5. Update paper work on projects and customer documentation

TECHNICAL REQUIREMENTS & QUALIFICATIONS:

1. Understanding Windows Server Operating system including DC, DNS, DHCP, GPO etc. (Essential)
2. Experience in supporting/installing WiFi technologies specifically Cisco Aironet, ruckus wireless solution and an understanding of the 802.11 wireless standards (Essential)
3. Qualifications; Windows MCP, MCSA (desirable)

COMPETENCIES & SPECIFIC KNOWLEDGE OF:

1. The role requires superb communication, the ability to build relationships
2. Organised and Self-Motivated
3. Attention to detail
4. Understand the importance of being part of a Team

TRAINING:

During the course of your employment there will be the opportunity to carry out training to further increase your knowledge. The list below outlines what training may be available for your specific role and will be discussed during your reviews.

Internal	Connectivity Training
	Networks Fundamentals
	WiFi Basic Training
	Mitel 3300 Admin Training
	NEC PBX Admin Training
	Legacy Systems
External	Horizon
Self-Study	CISCO CCNA Wireless
	CISCO CCNA Security
	MCSA 365
	MCSA Windows
	MCSA Server
	MCSA Azure
	Ruckus WLAN Field Engineer

The training is not solely limited to the above, certain circumstances may warrant investment or support in order to facilitate other training useful to the business or your role within it.

To be kept in staff file:-

I have read and understand all the contents of this job description. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. Therefore, you may be required from time to time to carry out tasks requested by the Management/Directors.

Employee name: _____

Employee signature: _____

Date: _____

Directors signature: _____

Date: _____