JOB DESCRIPTION
IT Field Engineer

PREPARED BY: Tina Whitmarsh

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



Version 1.2

December 21, 2021

**Job Description**

|  |  |
| --- | --- |
| **Title:** | IT Field Engineer |
| **Reports to**: | Head of Projects |
| **Escalation:** | Operations Director |

## PURPOSE OF JOB ROLE:

As an IT Field Engineer you will operate autonomously 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 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.

KEY ACCOUNTABILITIES:

Below is a list of key activities associated with the 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**

* Carry out IT and WiFi installations
* Provide assistance on Telecoms installations where required
* Assist in pre-configuration of equipment for IT/WiFi projects
* Assist in the design and implementation of new IT/Network/WiFi solutions
* Update and maintain paperwork on projects and customer documentation
* Perform Wireless Surveys (tools and software provided)
* Make on the fly changes to solution configuration as the project demands ensuring all documentation is updated to reflect this.
* Carry out remote works and work requests relating to projects
* Provide holiday cover for other field engineers, IT and Telecoms (where appropriate).

**Support Desk**

* Answer incoming calls promptly and log support cases
* Take ownership of cases, providing telephone / remote assistance in resolving cases prioritising and escalating as necessary
* Provide support in the following areas Telecoms, IT and WIFI
* Escalate cases that need advanced support or customer care
* Regularly update case tracking information and customers
* Update paperwork on projects and customer documentation
* Ensure the high standards of customer support are upheld
* Be a reliable part of the out of hours rota for engineer cover
* Adhere to Company process and policies

QUALIFICATIONS & EXPERIENCE

* Strong background of Windows Server Operating system including DC, DNS, DHCP, GPO etc.
* Experience in supporting/installing WiFi technologies specifically Cisco, Ruckus wireless solutions, exposure to Aruba WiFi would also be beneficial and an understanding of the 802.11 wireless standards
* Qualifications, desirable; Windows MCP, MCSA, Cisco ICND1

SKILLS & BEHAVIOURS

* Excellent organisational skills and an ability to work to multiple tasks
* Effective time management
* Strong customer service skills
* Analytically minded and ability to solve problems
* Self-motivated
* Superb communication, both written and verbal
* Strong listening and interpersonal skills
* Will always be accountable and transparent
* Flexible with a ‘can-do’ attitude

TRAINING

We will support individuals to maintain their technical knowledge required for them to fulfil the requirements of their role, this will be a combination of internal training, suppliers training and the scope to include professional training courses subject to approval / budget.

Training needs will be identified through 1 to 1’s, annual reviews and development plans, this is not limited to technical knowledge it will include; customer service, soft skills and managerial, these will be discussed and agreed with the Directors and HR.

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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HOD / HR signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_