

Reports To: Technical Program Manager	FLSA Status: Non-Exempt	Page 1 of 1
Title: Field Technician	Department: Sales & Marketing	Date: 2020

Position Summary:

Under limited supervision, coordinate and provide complex customer support in the areas of on-site installation, implementation, modification, maintenance and repair of digital microwave communications equipment and/or systems.

Essential Functions/Major Responsibilities:

1. Provide full range post-sales service to customers including installation, repair, and maintenance and troubleshooting
2. Coordinate/schedule all in house and onsite customer training
3. Coordinate problem resolution within Field Support Group and other personnel to minimize down time and drive Customer Satisfaction
4. Demonstrate proper operations to end users
5. Serve as communication link between the customer and the company to help ensure that effective service is provided to the customer.
6. Escalate critical customer situations to the appropriate level of management and engineering expertise
7. Provide feedback to engineering and manufacturing on field equipment issues and recommend potential changes in procedure and design
8. Special projects/tasks as assigned by Technical Program Manager (TPM)
9. Provide customer status reports and field reports in timely manner
10. Provide written and verbal feedback to TPM on methods for improving instrumentation and preventing issue recurrence
11. Responsible for effective management of company resources and equipment such as parts, tools, trunk stock, etc.
12. Assist in other job duties as required

Qualifications:

- **Education/Training:** BS degree in Computer Science/Technical School preferred or equivalent technical experience.
- **Experience:** Minimum 5+ yrs. repairing and troubleshooting RF communication systems and equipment. Field experience required. Tower climbing experience and certification a plus.
- **Skills/Technical Requirements:**
 - Extensive experience utilizing RF test equipment
 - Highly proficient with mechanical and electrical equipment/systems
 - Ability to read schematics, assembly drawings, wiring diagrams and blueprints
 - Strong ability to analyze and problem solve complex technical issues
 - Excellent interpersonal communication skills

Position Description

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- Team player, able to adapt in different environments with different people
- Ability to work independently, whether remote or onsite, anticipate, organize, and manage multiple priorities
- Ability to work well under pressure and maintain high level of professionalism
- Proficiency with Microsoft Office applications and Salesforce

Job Conditions:

Works in a lab or manufacturing environment with constant or intermittent noise. Works at customer sites, outdoor or indoor, where conditions vary. Travel domestic and international by plane or rental car.

Physical Demands:

Up to 75% travel, domestic and international. Ability to lift up to 30 pounds. Occasional climbing in and out of aircraft cockpits or confined spaces, frequent climbing of stairs to building rooftops. Walking, sitting, and standing. Prolonged periods of sitting at the computer terminal.

Protective Devices Required:

In required areas.

This job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.