

Field Engineer

The Field Engineer is responsible for onsite service and support needs for our customers. Detail-oriented and disciplined, the Field Engineer is focused on all technology, including: workstations, servers, printers, networks, and vendor specific hardware and software. The ideal candidate is a great communicator and able to translate technical knowledge into actionable direction. Candidate must be able to retain information, provide creative solutions, and quickly adapt to changing situations. The Field Engineer reports directly to the Field Manager and is a part of the Service and Support Department.

Basic Functions:

- IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Microsoft, and VMware.
- Support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Implement and support disaster recovery solutions.
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Remote access solution implementation and support: VPN and Terminal Services.
- System documentation to include system reviews and recommendations.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, or agreed outages.

Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction.
- Ability to work in a team and communicate effectively.
- Escalate service issues that cannot be completed within agreed service levels.
- Communicate to customers: keeping them informed of progress, notifying them of impending changes, agreed outages, etc.
- Maintain specific knowledge of the customer and how IT relates to their business strategy and goals.
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in Management System as they occur.
- Work through a daily schedule in Management System that has been established through the dispatch process.
- Understand processes in Management System by completing assigned training materials and blueprints.
- Enter all work as service tickets in Management System.
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.
- Detailed documenting of "resolutions" in the Management System knowledge base.

Skills and Qualifications:

- BA/BS, preferably in computer science, or a related field.
- 2 years of IT experience.
- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, CompTIA A+, CompTIA Network+, CompTIA Security+.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.



- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.
- Extensive research and troubleshooting skills.

Benefits:

- Competitive hourly wages based on experience and qualifications.
- Performance based incentives.
- Vacations and holidays.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

Only local candidates need apply.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.