

Position Description			
Position Title	Field Engineer – Maintenance	Group	Client Services
Function		Department	Platform Services
Cost Centre	PS	No. of Direct Reports / Total Reports	n/a
Position Reports to	Central & Southern Regional Manager		

Primary Accountability
<p>The primary purpose of this role is to provide the onsite restorative and proactive maintenance function on the key PSTN sites for Spark. It is to also identify issues that have or may arise that will need to be considered by the SME’s and/or the PSTN Lifecycle project team members to ensure that the PSTN lasts to the current target date of 2023.</p> <p>Additional this role is to provide onsite restorative and proactive maintenance to other NEC customers and to assist with NEC’s contract for the removal of legacy equipment.</p> <p>With the objective of ensuring that all proactive and reactive maintenance activities are completed within the delegated timeframes within the vision and mission of NEC</p>

Areas of Accountability/Key Responsibilities
<p>Deployment Operations</p> <ul style="list-style-type: none"> Achieve project milestones. Scope work including identifying people, skill, and material and other resource requirements. Manage and implement deployment activities. Manage faults from receipt through to final testing. Meet vendor standards. Liaise with customers. Identify and prepare necessary documentation.
<p>Technical Engineering Leadership</p> <ul style="list-style-type: none"> Assist in solution creation and support to sales, project and delivery managers as required to ensure solutions are delivered to customer expectations.

<p>Active Team Participation</p> <ul style="list-style-type: none"> Provide support and coaching to team members. Work collegially and collaboratively with colleagues in the Client Services and wider NEC team.
<p>Customer Service</p> <ul style="list-style-type: none"> Develop regular and open communication lines with customers. Build sound and trusting relationships with customers. Measure satisfaction. Inform and involve customers with decisions. Address customer complaints and dissatisfaction. Establish and maintain effective working relationships.
<p>Continuous Quality Improvement Core Health and Safety Behaviours</p> <ul style="list-style-type: none"> ▪ Liaise with peers and provide input for improvement opportunities within the company. ▪ Promote and encourage process improvement opportunities to further improve sales and business development. ▪ Health and safety procedures are understood and adhered to. ▪ Report all identified hazards within five working days. ▪ Report all accidents, incidents or near misses within five working days. ▪ Participate in Health & Safety training as required. ▪ Take responsibility for personal Health & Safety in the workplace.

Qualifications/Industry Certifications	
Essential	Desirable
<ul style="list-style-type: none"> Training and industry certification in current telecommunications technology 	<ul style="list-style-type: none">

Professional Experience
Professional work experience and skills relevant to the position
<ul style="list-style-type: none"> Experience in telecommunications industry Experience in fibre splicing preferred Operational experience in either NZ OTN, DWDM, OFDS or other current telecommunications technology preferable Experience in systems and permissions in telecommunication environment supports preferred Adaptability Team player with high integrity Customer focused: gain a clear insight of the customers’ business need through effective discovery and understanding of available information. Interpersonal skills: relates well to people, builds appropriate rapport and listens, builds constructive and effective relationships Good attention to detail Strong analytical skills Skilful decision maker

- | Good computer literacy
- | Ability to multi-task, work under pressure and to deadlines
- | Solution focussed with a pragmatic and proactive working style.
- | A skill for dealing with ambiguity and making quick decisions based on incomplete or unknown information
- | Takes an 'Owners Mindset' to everything you do at NEC and with our customers
- | A current driver's licence is essential
- | Able to be on-call

Key Relationships, Purpose and Frequency

Internal	External
<ul style="list-style-type: none"> Client Services Group 	<ul style="list-style-type: none"> Customers Stakeholders

Work Health & Safety Obligations

Your health, safety and wellbeing is important to us at NEC. It is therefore critical that all employees take responsibility for the health, safety and wellbeing of themselves and others. To ensure a zero-harm approach and the well-being of all our people, you must comply with our policies and frameworks and ensure your own health, safety and wellbeing while at work and that your actions or inactions do not harm others.

Core Values-The way we work
(Found on NEC Internet)

The following core values are central to the organisations culture, attitudes and behaviour and it is expected that each employee will actively demonstrate their commitment to these values.

<ul style="list-style-type: none"> Look Outward. See the future Think Simply. Display clear strategy Be Passionate. Follow through to the end 	<ul style="list-style-type: none"> Move Fast. Never miss an opportunity Encourage Openness. Stimulate the growth of all
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