

Position Description			
<b>Position Title</b>	Field Engineer ICT	<b>Group</b>	Operations & Delivery
<b>Function</b>		<b>Department</b>	Field Services
<b>Cost Centre</b>		<b>No. of Direct Reports / Total Reports</b>	n/a
<b>Position Reports to</b>	Central & Southern Regional Manager		

Primary Accountability
<p>The primary purpose of this role is to ensure that all NEC customers have their needs met, in line with the set SLAs.</p> <p>Your role will include the following:</p> <ul style="list-style-type: none"> <li>• Provide onsite restorative &amp; proactive maintenance on the key PSTN sites for Spark, raising any concerns that may need to be considered to ensure that the PSTN lasts until a viable alternative is found.</li> <li>• Complete onsite and exchange works requested by NEC customers in line with their contractual requirements, both scheduled and reactive. This includes but is not limited to IMS, IP, Mobile core, PSTN and equipment installation and removal.</li> </ul>

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

<p><b>Active Team Participation</b></p> <ul style="list-style-type: none"> <li>  Provide support and coaching to team members.</li> <li>  Work collegially and collaboratively with colleagues in the Client Services and wider NEC team.</li> </ul>
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>  Develop regular and open communication lines with customers.</li> <li>  Build sound and trusting relationships with customers.</li> <li>  Inform and involve customers with decisions.</li> <li>  Address relevant issues that you can deal with and escalate others to your manager</li> <li>  Establish and maintain effective working relationships.</li> </ul>
<p><b>Continuous Quality Improvement Core Health and Safety Behaviours</b></p> <ul style="list-style-type: none"> <li>  Liaise with peers and provide input for improvement opportunities within the company.</li> <li>  Promote and encourage process improvement opportunities to further improve sales and business development.</li> <li>  Health and safety procedures are understood and adhered to.</li> <li>  Report all identified hazards within 48 hours</li> <li>  Report all accidents (that do not require medical attention) , incidents or near misses within 48 hours. Accidents that require the services of a medical practitioner must be reported immediately or within 24 hours.</li> <li>  Participate in Health &amp; Safety training as required.</li> <li>  Take responsibility for personal Health &amp; Safety in the workplace.</li> </ul>

<p><b>Challenges</b></p> <p>List 2 – 3 challenging aspects of the position</p>
<ul style="list-style-type: none"> <li>  Managing priorities of all NEC customers to ensure positive outcomes</li> <li>  Having the breadth of knowledge to complete all allocated tasks</li> </ul>

<b>Qualifications/Industry Certifications</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>  Training and industry certification in current telecommunications technology</li> </ul>	<ul style="list-style-type: none"> <li>  Customer facing or commercial experience with Spark New Zealand and suppliers</li> <li>  Multi discipline field experience</li> </ul>

<p><b>Professional Experience</b></p> <p>Professional work experience and skills relevant to the position</p>
<ul style="list-style-type: none"> <li>  Experience in telecommunications industry</li> <li>  Experience in fibre splicing preferred</li> <li>  Operational experience in either NZ OTN, DWDM, OFDs or other current telecommunications technology preferable</li> <li>  Experience in systems and permissions in telecommunication environment supports preferred</li> <li>  Adaptability</li> <li>  Team player with high integrity</li> </ul>

- | 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 with strong analytical skills
- | 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
- | Ability to travel and complete works outside of normal business hours

<b>Decision Making</b>	
<b>Decisions made independently by the role</b>	<b>Decisions/recommendations made after consultation with Manager</b>
<ul style="list-style-type: none"> <li>  All day to day decisions to allow you to meet KPIs and customer SLAs as long as there is no additional financial outlay</li> </ul>	<ul style="list-style-type: none"> <li>  Changes to types of work completed</li> <li>  Decisions that require a financial outlay</li> </ul>

<b>Key Relationships</b>	
<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>  Head of Field Delivery</li> <li>  Field Services Northern, Central and Southern Regional Managers, and team</li> <li>  Service Operations team</li> </ul>	<ul style="list-style-type: none"> <li>  Customers</li> <li>  Partners</li> </ul>

**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.

**Our Vision**

Enabling secure identity and communication in a fast-moving world where every experience is connected.

### Our Intention and Values

Diversify and grow customers, our people, and our capability and revenue streams.

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| <ul style="list-style-type: none"><li>■ Innovation</li><li>■ Customer Centric</li><li>■ Courage</li></ul> | <ul style="list-style-type: none"><li>■ Collaboration</li><li>■ Excellence</li></ul> |
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### NEC Group Code of Values

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.

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| <ul style="list-style-type: none"><li>■ Look Outward. See the Future</li><li>■ Think Simply. Display Clear Strategy</li><li>■ Be Passionate. Follow through to the End</li></ul> | <ul style="list-style-type: none"><li>■ Move Fast. Never Miss an Opportunity</li><li>■ Encourage Openness. Stimulate the Growth of All.</li></ul> |
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