

Position Description			
Position Title	Field Support Engineer	Group	Field & Network Services
Function		Department	Field Services
Cost Centre		No. of Direct Reports / Total Reports	n/a
Position Reports to	Team Leader/Field Engineer		

Primary Accountability
<p>Efficiently delivering a diverse range of projects, ranging from simple installations to intricate multi-site deployments, ensuring each is completed on time, within scope, and adhering to Health and Safety standards.</p> <p>Excel in working autonomously, particularly in remote locations, making well-informed decisions and effectively coordinating with teams, as necessary.</p>

Areas of Accountability/Key Responsibilities
<p>Deployment Operations</p> <ul style="list-style-type: none"> • Ensure all installations and deployments are in line with industry best practices and standards, delivering top-tier quality and performance. • Maintain open communication about project status, milestones, and potential issues with stakeholders, fostering transparency and informed decision-making. • Adhere strictly to project timelines, scope, and quality standards. • Collaborate closely with project management teams for seamless project transitions and timely completion.
<p>Technical Leadership</p> <ul style="list-style-type: none"> • Develop and maintain effective working relationships with internal stakeholders across various departments, ensuring alignment and synergy in achieving common goals. • Lead by example, demonstrating commitment, professionalism, and a positive attitude that inspires and motivates the team. • Encourage a culture of innovation within the team, challenging team members to think creatively and bring forward new ideas that could benefit projects and processes.

Active Team Participation

- Collaborate seamlessly with a national team of Field Support Engineers and other cross-functional teams.
- Bring a positive attitude and team-player mindset, driven by a strong focus on achieving results.

Customer Service

- Foster and maintain strong, lasting customer relationships, acting as a trusted technical advisor.
- Make informed, autonomous decisions in the field, ensuring the best outcome for both the company and the customer.
- Provide high-quality post-installation support, ensuring customer satisfaction and trust.
- Advise customers on optimal solutions and ensure a best practice approach during handover for assured quality.

Continuous Quality Improvement Core Health and Safety Behaviours

- 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 48 hours.
- 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.
- Participate in Health & Safety training as required.
- Take responsibility for personal Health & Safety in the workplace.
- Maintain PPE, tools and equipment in safe working order.

Challenges

List 2 – 3 challenging aspects of the position

- The Field Support Engineer will often encounter intricate technical setups, involving a mix of legacy systems and cutting-edge technologies. The challenge lies in seamlessly integrating new solutions without disrupting existing services.
- Balance between working autonomously in remote locations and collaborating effectively with a national team. The challenge is maintaining high standards of work and decision-making when isolated, yet remaining a cohesive part of the team dynamic.
- Continually learn and adapt, effectively applying new knowledge in a dynamic environment.

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"> Relevant technical certifications (e.g., CCNA, CCNP, CompTIA Network+)

Professional Experience
<p>Professional work experience and skills relevant to the position</p> <ul style="list-style-type: none"> Proven experience in a telecommunications or ICT support role. Knowledge of modern computing applications such as Microsoft 365, Cloud Computing and Mobile applications. A background in customer-facing roles or customer service, particularly within the tech or telecommunications industry. Experience working with Service Desks or ITIL frameworks. Hands-on experience with network infrastructure, including IP networking, routers, switches, firewalls, and other related equipment. Experience in fibre splicing preferred Interpersonal skills: relates well to people, builds appropriate rapport and listens, builds constructive and effective relationships Good attention to detail with strong analytical skills Ability to multi-task, work under pressure and to deadlines 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 Nightwork required and the possibility of being on-call

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

Key Relationships	
Internal	External
<ul style="list-style-type: none"> ▮ Field Services & Networks team ▮ Service Operations team 	<ul style="list-style-type: none"> ▮ Customers ▮ Partners

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.

<ul style="list-style-type: none"> ▮ Innovation ▮ Customer Centric ▮ Courage 	<ul style="list-style-type: none"> ▮ Collaboration ▮ Excellence
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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.

<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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