



Field Engineer

Job Title: Field Engineer

Department: Service and Support

Reports to: Field Manager

GENERAL SUMMARY:

The Field Engineer is responsible for all onsite service and support needs for our customers. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software.

Essential Duties and Responsibilities:

- IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Citrix, 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, Terminal Services, and Citrix
- 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 or agreed outages, etc.
- Business awareness: 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 CRM as it occurs
- Work through a daily schedule in CRM that has been established through the dispatch process
- Understand processes in CRM by completing assigned training materials and blueprints on the CRM University
- Enter all work as service tickets into CRM
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Citrix CCEA or CCIA, SonicWall CSSA, Cisco CCNA, or VMware VCP
- 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