

TITLE: Technical Support Field Engineer

UPDATED: 2/13/19

JOB FUNCTION: Information Management

FLSA STATUS: Non-Exempt

GENERAL SUMMARY:

Provides support to employee end users on-site in the areas of personal computers/servers/mainframe applications, and data/voice network. Responsible for the installation of systems, including but not limited to, workstations, network equipment, printers, video conferencing, wireless devices such as cellphones and laptops and upgrades or any system changes affecting Information Technology. Troubleshoots network problems, computer issues, security, hardware, or software issues and works with appropriate IT personnel to solve.

ESSENTIAL RESPONSIBILITIES:

- Provides timely on-site response to clients' issues, with desktop, laptops, cell phones, printer or other IT concerns via troubleshooting as second tier support protocol.
- Diagnoses problem source through discussions with users and coordinates with internal organization support to resolve problems.
- Responding to user requests to research complex problems associated with the organization's telecommunications networks (voice and/or data).
- Assists in hardware and software evaluation and recommends upgrades or improvements to IT infrastructure.
- Acquires, installs and upgrades PC components & software and planning for/responding to service outages.
- Provides training on desktop equipment and basic login procedures to new employees.
- Work with vendors in project planning and problem solving of IT related issues. Resolves problems which may impact project results.
- Assists senior IT staff on projects involving IT components.
- Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance.
- Manages hardware ordering and logistics of asset tracking all related computer equipment.
- Frequent local travel.
- Performs other duties as required.

JOB SPECIFICATIONS:

- Associate's degree preferred.
- Previous (1-3 years) experience in information technology with emphasis in desktop support, client interface, hardware installation and operation.
- Understanding of basic desktop functions and related software.
- Good verbal and written communication skills.
- Able to work independently

Name Printed: _____ **Signature:** _____

Date: _____