

Senior Field Engineer

Sideband Systems
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Contact: Jack Davis

We are looking for a senior field engineer with a strong background in microwave and TDM installations and troubleshooting. The candidate will be responsible for troubleshooting our more complex systems, and installing new microwave links for voice, data, and video.

Skills / Qualification Requirements:

Our Field engineer will have experience in or the ability to:

- Configure and troubleshoot Analog and Digital microwave installations
- TDM installation and troubleshooting; Fractional T1 to OC12
- Channel Bank installation and troubleshooting; FXO/FSX, E&M
- Dehydrator and Rectified systems
- T1 Loop Protection systems
- Able to follow block and wiring diagrams
- Advanced equipment troubleshooting to the module level

Test Equipment requirements:

- Frequency counters
- Power meters
- Spectrum analyzer
- Transmission test set
- TDM test sets; fractional T1 to OC12

Additional qualifications are a plus and will increase compensation level:

- IP Networking
- OSHA certification
- Fall Protection certification
- GROL certification
- Network + certification
- CWNA certification
- CCNA/CCDA certification

Responsibilities:

- Adhering to company policies as outlined in both the Company Employee Manual and the Field Operations Manual
- Installation, testing, alignment and maintenance of microwave telecommunication systems in the field at customer locations
- Maintain safe working environment by following codes, standards and legal regulations
- Proper use and deployment of test and measurement equipment in system diagnosis
- Maintains customer rapport by listening to and resolving concerns
- Equipment trouble shooting to module level
- Complete customer installation paperwork and forms before deployment of system in field
- Complete service report forms for all service calls at end of shift
- When equipment is replaced, update all equipment information, serial numbers and site information
- Remain current in WAN/LAN technologies
- Maintain all customer interaction, systems and installation information in company CRM (Salesforce)
- Remain current with locations and procedures for customer contract service customers

- Familiarize customers with system operation
- Perform site surveys as part of the sales process
- Complete paperwork and Salesforce update for RMA's for all vendors that do not require a PO (most are advanced replacement)
- Maintain a satisfactory driving record
- Maintain a clean criminal record
- Must be able to lift 75lbs when occasionally necessary to assist field technicians in mount set-up when required.