

## **POSITION TITLE: FIELD SUPPORT ENGINEER**

### **SUMMARY**

Provide desk-side assistance/troubleshooting at users' office location. Assist users with network / server access, troubleshoot software / hardware / printer problems, install and troubleshoot peripherals (e.g. external drives, scanners), install and troubleshoot software, administer printer queues, perform other diagnostics and problem solving as dispatched by the Help Desk. Unclassified environments only.

### **DUTIES AND RESPONSIBILITIES:**

1. Technical Support
  - a. Assist users with remote access (VPN dial-up and broadband), laptops, encryption software, etc.
  - b. Create, update, and distribute documentation and/or guides.
  - c. Manages printer queues.
  - d. Provide desk-side assistance/troubleshooting at users' office location.
2. Problem prevention (when time permits)
  - a. Investigates causes, tests solutions, and puts solutions in place to reduce calls to the help desk.
  - b. Fixes causes, not just solutions. Works to eliminate recurring problems and reasons to call.
  - c. Promotes effective use of technology.
  - d. Watches for trends that indicate potential problems and then eliminates the problems before they happen.
3. Customer Service
  - a. Must learn to think of the customer as the most important part of the job.
  - b. Involves dealing with and/or responding positively to complaints, problems, and sometimes negative and emotional behavior.
  - c. Promote a professional customer support image.
  - d. Understand customer support priorities and objectives and take an active role in accomplishing these objectives.
4. Work well with other ITS groups
  - a. Interact with Help Desk, Network Operations Center, Information System Security Officers, Systems Engineers, Computer Security, and other IT groups
5. Communication
  - a. Keep peers and supervision informed of trends, significant problems, unexpected delays and anything new in the environment.
  - b. Keep customers informed of progress on processing requests.
  - c. Clearly explain processes and technologies to customers. Listen to, and understand, customer questions and feedback.

## REQUIRED QUALIFICATIONS:

### Education:

Position requires a 4-year degree in Software Engineering, Computer Science or related discipline; or a non-related 4 year degree with 2 years proven performance in related assignment(s). In lieu of a degree, a high school diploma and at least 8 additional years of relevant information technology experience is acceptable.

### Experience/Skills:

Must have 1-2 years work experience in an IT support function.

Candidate must demonstrate knowledge and abilities in the following:

1. **Focus** – The ability to remain focused on what is important to the business despite distractions. .
2. **Problem Solving** – The ability to identify and resolve problems quickly and effectively. Understands entire process from logging to informing customer solution is in place; knows when to escalate; implements solutions not fixes.
3. **Proactive Thinking** – The ability to take initiative to make improvements. Anticipate customer needs; looks for ways to make things better for the customer and/or eliminate recurring problems.
4. **Communication** – Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification of requests. Responds well to questions. Ability to interact and communicate clearly in English with people over the telephone, often in stressful situations. Writes clearly and informatively. Edits work for spelling and grammar.
5. **Customer Skills** – The ability to interact with customers in a polite and professional manner. Regards customer as most important part of job; respectful of customers and manages difficult or emotional customer situations. Responds promptly to customer needs and requests for service and assistance.
6. **Professionalism** – Uses time efficiently. Approaches others in a tactful manner. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions.
7. **Teamwork** - Contributes skills and capabilities to achieve the team's goals. Is receptive to new ideas, builds strong working relationships and values diversity. Encourages and gives credit to others for their contributions and puts the attainment of team goals ahead of individual objectives. Ability to help other team members and make self available to STR/Alt STR and others.

8. **Flexibility** - Performs a wide range of tasks, responding to changes in direction and priorities. Accepts new challenges, responsibilities and assignments. Works outside of ordinary routine. Views problems or business situations from both own as well as another's perspective. Adjusts to multiple demands and satisfying priorities. Utilizes new and unique methods to resolve issues. Possesses versatility demonstrated through performance and/or some experience in multiple skill sets.
9. **Team/Company Fit** – Absolutely always on time; enjoys working in a very casual environment in terms of relationships and communication; willing to work over time; doesn't need any hand holding.
10. **Technical**– The ability to learn technical product information quickly and accurately.

**Physical Demands:**

While performing the duties of this job, the employee is occasionally required to sit; use hands to finger, handle, feel objects, and type on keyboard; reach with hands and arms; talk and hear. Employee must be able to drive a site vehicle and/or walk to various end-user locations on site. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment:**

While performing the duties of this job, the employee will have an assigned cubical exposed to normal noise level in the work environment. Employee may be required to drive a site vehicle to end-user locations. While these are typically office environments, some of which may require eye protection for access.

**Work Hours:**

A 40 hour work week is scheduled. ITS is presently using the 9/80s AA schedule (9 hours/day, five days a week, Monday – Thursday and 8 hours on Friday, followed by a 9 hour/day, 4 day work week, Monday – Thursday, off Friday). Work week excludes SRNS holidays. Each work day has a 30-minute lunch.

**Area Security Access:**

A security clearance is not required.

**Performance Requirements:**

After one month training period analyst must be able to resolve 90% of calls handled. Analyst must meet Computer Accounts response time requirements which could vary by request type. Analyst must maintain good customer service by not receiving more than 1 complaint per month.

**CANDIDATE EVALUATION FORM**

CANDIDATE NAME: \_\_\_\_\_

POSITION TITLE: **Field Support Engineer**

MINIMUM REQUIREMENTS  
(See Job Description)

	<u>YES</u>	<u>NO</u>
1) U. S. Citizen	_____	_____
2) BS Degree in Software Engineering, Computer Science, or related discipline OR Non-related BS Degree and 2 Years proven performance in a related assignment OR In lieu of degree, high school diploma and at least <u>8</u> <u>additional</u> years of relevant IT experience	_____	_____
3) 1-2 years work experience in an IT support function	_____	_____
4) Meets Behavioral Abilities	_____	_____
5) Technical Knowledge	_____	_____
6) Ability to communicate clearly and concisely in English, Both orally and in writing	_____	_____
7) Telephone interview to validate resume data*	_____	_____
8) Reference check to evaluate performance capability*	_____	_____

\*Evaluation validation criteria

**Additional Qualifications of Candidate:**

\_\_\_\_\_  
\_\_\_\_\_

**Narrative Discussion of Resume Validation\*\*:**

\_\_\_\_\_  
\_\_\_\_\_

(\*\*Discussion not required if candidate is acceptable)

EVALUATOR: \_\_\_\_\_

DATE: \_\_\_\_\_