

## **Job Vacancy**

<b><u>Job Title:</u></b>	Field Engineer
<b><u>Department:</u></b>	Field Engineering
<b><u>Reporting Line:</u></b>	Field Manager
<b><u>Location:</u></b>	Johannesburg, South Africa

### **Job Objective:**

Focus on delivering efficient field support, by resolving incidents and providing support on installations, maintenance and network management. You will need to collaborate with cross-functional teams to enhance service delivery and client satisfaction.

### **1. Key Duties & Responsibilities**

- 1<sup>st</sup> Level 24/7 field support, escalation / on-call
- Proactive monitoring of equipment & facilities
- Network installation, testing & commissioning, bringing into service and integration
- Cross connects & jumping
- Maintain records, inventory and spares
- Receive equipment, bench test, storage and RMA return handling
- Incident and problem resolution as directed by NOC / TAC
- Provide Service Desk / NOC / NMC cover during an Emergency / Disaster Recovery event
- Assist the Service Manager as directed
- Assist with technical shareholder support/shareholder consultancy and sales support
- Assist with network equipment vendor management
- Assist with network quality and performance management
- Assist with the creation of ad hoc reports as needed
- Assist other departments and lead and report on projects as requested by the Programme Manager
- Adhere to all company policies and procedures
- Provide both pre-sales and post-sales support to the clients for good client management and retention
- Make technical presentations and demonstrations to the WIOCC clients
- Provide training and product support for the technical teams
- Implementation of agreed sales strategies in the market of South Africa

### **2. Minimum Qualifications:**

- Bachelor's degree (or equivalent work experience) in a technical field
  - Technical certifications CCNA or JNCIA (desirable) or equivalent
  - Integration of OTN/DWDM education, certifications, practical experience and technical competencies
  - Qualifications in Sales will be an added advantage
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### 3. Experience & Skills

- Requires technical experience in the telecom industry including data center installations
- Knowledge of platforms including OTN, DWDM, SDH and Data (Ethernet, IP/MPLS, OSPF, BGP).
- Knowledge in supporting transmission and switching equipment from leading manufacturers. i.e., Mikrotik, Juniper, Tejas Networks, Ciena, Infinera etc.
- Experience working with AC and DC power as well as PSU/rectifier units
- Ability to share knowledge and coach other members
- Effective written and verbal communication skills
- Excellent communication and soft skills, including ability to listen, summarise and concisely share key information with clients
- Must use B/OSS tools effectively to record information accurately and concisely in a timely manner
- Demonstrate ability to manage multiple priorities and solve problems in a fast-paced environment
- Demonstrate technical knowledge in telecommunications with commercial acumen
- Demonstrate a clear sense of urgency and respond to client requests in a timely and accurate fashion
- Willingness to travel extensively within African countries to work with a global team of professionals

### 4. Attributes

- Client focused, relationship builder
- Integrity, honest with high ethical standards
- Boundless, passionate and flexible
- Personal excellence, accuracy and attention to detail
- Collaborative, achieve results through teamwork and partnerships
- Strong analytical skills and ability to collate and interpret data from various sources
- Good English language communicator with a natural aptitude for dealing with people
- Excellent network diagnostic and problem-solving skills

### How to Apply

Qualified candidates are encouraged to apply by submitting their updated CV including three referees. The deadline for application is 12<sup>th</sup> July 2024. Applications should be sent to applications@wiocc.net indicating the job position in the subject line.

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