



POSITION GUIDE

POSITION TITLE: Field Service Technician Level II
REPORTS TO: VP of Technical Support
CLASSIFICATION: Regular, Full Time
DATE PREPARED: November 13, 2017

DEPARTMENT: Client Support
POSITIONS SUPERVISED: None
WAGE: Hourly
LOCATION: Minneapolis, MN

POSITION PURPOSE

The Field Service Technician Level II (FST II) The Field Service position is a cross functional role between Sales, Professional Service and Client Support when the sale is turned over to Field Service for installation, and then again when the installation is complete and is turned over to Client Support for maintenance. The FST II main function is to install MacTek systems and provide installation assistance to our distributors technicians for their end user installations. Installation includes testing the system, troubleshooting, and correcting any issues that arise. The FST II documents all actions taken and or actions that need to be taken and follows issues through to successful closure. When the FST II is not performing installations, he/she acts as a Client Support Technician and participates in the pager duty rotation with fellow technicians. As in all positions at MacTek, The Field Services Technician II supports the sales and support of MacTek products and services.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Field Service Technicians install customer systems. (50%)

- Assists Director of Technical Operations (DTO) in creating customer project deliverables and installation schedules to meet the customers' timeframes.
- Makes appropriate travel arrangements and tracks expenses on company provided forms and follows the company Travel Policy/Procedure.
- Prepares for installations thoroughly (configures and QAs the customer system prior to shipment, reviews technical documentation pertinent to system configuration) Maintains intimate knowledge of what customer has purchased so if any additional customizations are needed that are not within the Project Scope, the FST II can direct the customer back to DTO and Sales.
- Upon arrival, meets with customer designated contact, reviews customer readiness and sets expectations for installation.
- Maintains contact with customer and DTO during installation and provides status briefs as often as necessary.
- Takes before and after photos of installation for future reference.
- Installs and tests system, troubleshoots as necessary until system is completely functional.
- Logs any production defects and open issues at the customer site. Escalates as necessary.
- Provides start-up training for administrators and end users.
- Meets with customer contact – reports/documents results and any necessary follow-up.



QUALIFICATIONS

EDUCATION / CERTIFICATION:

- Associate degree in technology and/or a minimum of 3-5 years of technical work experience. Courses in Theory of Software Development preferred.
- FBI Criminal Justice Information Services (CJIS) Security Addendum Certification which includes a finger-printed background search.

REQUIRED KNOWLEDGE:

- Thorough and comprehensive knowledge of all versions of Microsoft Windows, Microsoft DOS, and Microsoft Networking.
- Familiarity with Six Sigma or other methodology training.
- Thorough understanding of customer service practices.
- In-depth trouble shooting and analysis techniques. Troubleshooting requires intimate product knowledge, understanding how product modules interrelate to each other and how the product modules interrelate to PBX's, third party applications, the operating system and to hardware components
- Detailed and comprehensive ability to analyze logs and define corrective actions.

EXPERIENCE REQUIRED:

- A minimum of 2 years' experience and a demonstrated track record of accomplishments in customer service and or computer technical support with stellar capacity to troubleshoot at a highly technical level.
- A minimum of 1 year Field Service experience.
- A minimum of 1 year working with a Incident or Issue Tracking system.
- Experience with flow charting and data flow diagram.
- Telecom cabling experience a plus
- Advance experience with computer software (Microsoft Office Suite and HigherGround products).
- Experience setting up and managing database systems such as SQL Server.
- Background supporting telephone systems such as NorTel Meridian or Cisco Call Manager.

REQUIRED SKILLS and/or ABILITIES:

- Strong verbal and written communications and customer care abilities.
- Advanced hardware and strong trouble-shooting and problem solving skills.
- Ability to install, test and troubleshoot telecommunications software and hardware.
- A strong work ethic and is a team player with the ability to work well independently.
- Ability to prioritize conflicting demands.
- Ability to learn new software to determine technical competency level.
- Exemplary organizational, project and time management skills.
- Ability to establish effective working relationships with clients, reseller/distributors, vendors, and staff.
- Ability to work independently with limited or no supervision as well as with a team.
- Ability to professionally respond to common inquiries or complaints both orally and in writing.



- Ability to document technical practices and procedures.
- Be well organized and detail oriented.
- Strong interpersonal skills and demonstrated maturity, good judgment and capability of communicating with a diverse range of individuals.
- Ability to respond to common inquiries or complaints from clients, distributors' technicians and MacTek staff.
- Ability to write reports, business correspondence.
- Ability to secure a passport and travel internationally, specifically to Canada which does not allow entrance to anyone with a felony (DUI)
- Self-motivated and results-oriented with a strong business sense and entrepreneurial spirit that can work in a fast-paced, strategic, work environment.
- Must demonstrate problem solving skills and be considered an out-of-the-box thinker.
- Must display a willingness to learn.