



**Title:** IT Service Engineer / Field Technician  
**Reporting Relationship:** Field Engineering Manager  
**Additional Reporting Relationships:** As assigned  
**Subordinate Staff:** Not Applicable (“N/A”)  
**Department:** Field Technical Service  
**Location:** Remote Operations / Tuscaloosa, Alabama

**General Description:** As a Field Technician at Ryan Public Safety Solutions (“RPSS”), you will be working in the Tuscaloosa, covering the surrounding west-central Alabama area (up to 2 hours or as required for the position), while supporting the Field Technical Service Department. Your responsibilities will require the selected candidate to learn and become proficient with installation, PC troubleshooting, maintenance and repair techniques for 911 call handling and dispatch systems, including travel to customer sites as required, learn the basics of IP routing protocols and wide area network architecture. Being able to troubleshoot software, hardware and/or product issues; in addition to installing any assigned software to resolve issues with product compatibility and integrations will be a major responsibility requirement within the scope of the position, while traveling within the assigned area. The position will require travel (including overnight stays), after hours service desk support (up to one week per month) while providing remote and on-site support to customers as needed. The selected candidate must have good communication and people skills and be able to diagnose issues over the phone. The primary goal of this position is related to the coordination and assistance of all project workload functions within the assigned service region, and ensuring all labor, job prep and project work within the work group meets and/or exceeds customer expectations. In this position you will be also be required to build your experience, decision and judgement skills to plan and accomplish common and individual goals. You will perform a wide variety of tasks involving a wide degree of creativity. Individual latitude is provided, encouraged, recognized and rewarded.

This position will require you to become proficient with the steps taken by the Company in staging and completing the field installation and maintenance of equipment and systems for 9-1-1 communications equipment, while working as part of a team who provides the highest level of service, support and customer satisfaction in our industry. This position will require occasional travel to and from our general offices, customer locations and other industry events. You will be part of a team; and we pride ourselves in providing the highest level of service and customer satisfaction in our industry.

**Duties and Responsibilities:**

**Responsibilities and essential job functions include, but are not limited to, the following:**

- Operates in support of the Field Technical Service Department while supporting on-site field support to customers, and working remotely/independently to complete all assigned tasks
- Required to exhibit a strong customer service focus and be a contributing team player; while providing a high level of aptitude and skill in handling time sensitive situations.
- Work with resources to resolve any issues encountered in association with installations, repairs, upgrades and maintenance on hardware and equipment
- Demonstrate an understanding of effective troubleshooting skills and the ability to enter/update and complete trouble ticket information, “pin” the entry according to RPSS’s trouble ticket policy and procedures, and provide resolution prior to escalating issues
- Provide completed documentation and clearly communicate all trouble-shooting issues when escalating any issues
- If/when it’s necessary to escalate an issue, the assigned Field Technician should be able to fully explain the issues and provide sufficient information within a trouble ticket to facilitate an

exchange of information and/or work with other RPSS workgroups as needed to completely resolve any issues in a timely manner

- Resolves customer issues by assisting in the investigation and resolution of complex installations and maintenance matters
- Ensures issues are referred to the appropriate personnel/service areas for follow-up, testing and troubleshooting (as needed for root cause analysis), and/or company process
- Acts as a liaison with customer on administrative and technical matters for assigned projects
- Performs analysis and prepares reports on system problem trends and issues
- Adhere to defined quality guidelines for customer communication
- Identify and escalate any issues with products and/or services that impact customer acceptance, satisfaction or retention
- Must have the ability to multi-task
- Differentiate functional issues from technical issues, and working within a team environment to effectively resolve customer issues

#### **Knowledge & Skills:**

- VoIP experience preferred
- Linux working knowledge a plus
- Basic PC troubleshooting and repair skills
- Ability to utilize remote management tools
- Experience working with hardware, support and equipment products
- Responsible for monitoring customers' systems, software and networks
- Networking, Windows based servers and workstations is required
- Knowledge and experience with Cisco switches, routers, and VPN devices required
- Certifications (e.g. Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), Microsoft Certified Systems Engineer (MCSE), etc.) is preferred and highly desired; however, is not required
- Knowledge of cabling (e.g. running, terminating, and testing Cat5e, 568a, 568b, RJ45 etc.), preferred
- Basic telephony knowledge (tip and ring punch-down, color codes, POTS, etc.), preferred
- Working knowledge of basic IP routing protocol and wide area network architecture
- Ability to provide labor, job prep and project work as required within a team environment
- Ability to hear and/or speak from 20 feet in an effort to communicate with groups containing five (5) or more individuals
- Must have the ability to climb stairs/ladders and lift objects up to 60 pounds, and work within confined interior spaces
- Knowledge of MS Office products, in addition to Windows based systems/servers, and other related software systems
- Excellent attention to detail, organization, with the ability to work independently while taking the initiative to perform effectively in a fast-paced, changing environment
- Deliver effective oral and written communication skills; and possess an ability to make recommendations to effectively resolve problems or issues
- Desire to work as a team environment that operates by providing exceptional customer service, support, and demonstrated ability to pay attention to detail
- Must be able to communicate with and/or disseminate information and details to employee and/or groups as required in the course of your duties and responsibilities
- May require travel to company sites, customer sites, workshops and conferences, etc., (as required/needed)



**Other Requirements:**

- Maintain a valid driver's license
- Be willing to travel (up to and including overnight stay(s) up to one week as associated with the Field Technician duties), work as required with a flexible schedule to accomplish departmental goals
- Be available by phone and/or other communications device(s), on an as needed basis
- In instances when you cannot be available, you will need to make arrangements for someone else to cover your responsibilities and ensure that your manager has been advised of the circumstances
- Attend meetings and planning discussions which may potentially be scheduled outside regular working hours
- Must be willing to fill-in and/or adjust hours when other Field Technician employees have PTO (paid-time-off)
- Must demonstrate the ability to work with people at all levels of an organization
- Present a clean, neat, businesslike workspace and appearance, wear appropriate attire and safety equipment (as needed), with no visible tattoos or piercings
- Be prepared to complete any assigned task as required by your supervisor and in accordance with the satisfactory completion of all job duties and responsibilities
- RPSS is a 100% certified drug and substance free workplace, participation and compliance with the Company's Drug Testing policy is mandatory

**Experience:**

- At least 3-5 years of technical customer support and/or field technician support experience

**Education & Certification Requirements:**

- High School Diploma, G.E.D., or its equivalent

In association with this position, a Company vehicle will be provided. Travel is scheduled on an "as needed basis" to foster a positive culture within the Field Technical Service Department and to ensure goals are achieved. The cost associated with travel and lodging will be provided by the company at work sites, company events and other meetings. To perform the functions and responsibilities associated with the Field Technician position successfully, the selected candidate must be willing and able to perform each essential duty and/or responsibility with a satisfactory level of proficiency. The details provided are representative, but do not provide an all-inclusive list of the knowledge, skill, and ability required.

***Equal Employment Opportunity***

RPSS and its affiliate companies consider applicants on the basis of qualifications and without regard to race, color, religion, sex, national origin, age, marital or veteran status, sexual orientation, disability or any other legally protected status. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Hiring and employment is contingent on eligibility to legally work in the United States.