

Job Title: Field Engineer 1
Department: Network
Manager: Department Manager
FLSA Status: Exempt
Date of last revision:



General Summary

A Level I Field Engineer is responsible for utilizing procedures and checklists, maintenance plans, network designs and other documentation in support of GWI's network infrastructure. They are expected to follow proper Engineering methods, adhere to procedures and plans and properly use technology and GWI resources. They are expected to undergo training in other specialized skills. Level I Field Engineers will occasionally be given complex tasks to undertake with minimal supervision. They are expected to seek out needed resources, complete tasks and track and report progress to project leaders and/or Network Field Engineering Manager.

All Field Engineers are expected to have skills in self-direction and motivation, and are responsible for identifying any impediments to accomplishing their assigned duties, including lack of training; information or assistance needed from other departments; hardware; etc. These impediments must then be reported to the project leader or Network Field Engineering Manager. Also, Field Engineers are expected to take an active role in identifying potential future projects that may be needed to improve the reliability, performance or efficiency of any of GWI's services or procedures.

General Summary - Regular Duties:

A Level I Field Engineer is responsible for taking a leadership role in maintaining GWI's network infrastructure. The duties of a Level I Field Engineer are listed below.

- Maintain system, inventory, ticket and task documentation.
- Follow procedures and checklists and identify needed updates to these documents.
- Maintain equipment and other inventory according to policy and procedure.
- Check for newly assigned tasks daily and update tasks worked on or completed with status and time worked daily.
- Respond to and resolve escalations and problem reports.
- Test, install and maintain equipment.
- Troubleshoot problems and log problem reports for all issues.
- Monitoring and metering system set-up and configuration.
- Participate in an on-call rotation.
- Perform field work two or more days per week.

Minimum Skills, Knowledge & Abilities:

- Strong written and spoken communication skills.
- Helpful and pleasant working demeanor.
- Ability to respond professionally to written inquiries and verbal communication.
- High level of professionalism for working with members of other departments.
- Capable of following detailed written procedures.
- Ability to work from a list of prioritized tasks; keep busy when waiting for resources; and self-prioritize smaller tasks.
- Ability to plan complex tasks and projects from concept to implementation.
- Moderate Unix use, FreeBSD experience preferred.
- IP Networking experience
- Associates Degree or equivalent; or
- One or more years related experience; or Combination of experience and education.
- At least one year experience in a technical position.
- Cisco certification (CCNA/CCNP) preferred
- Experience in two or more specialized skills is required (see below).

Specialized Skills:

In addition to the above skills, significant experience within two or more of the following areas is required. Improvement of these skills and the learning of additional specialized skills applicable to GWI systems will be accomplished through on-the-job-training and other methodologies.

- Central Office environment, installation and testing
- Test equipment, including TBERD, OPM, Sunset, etc
- Power and battery/generator backup systems and safety
- Phone systems and inside wiring for phone and networking
- OSPF IP routing.
- BGP IP routing.
- SONET switching.
- Ethernet switching.
- Hardware knowledge/experience: Cisco routers and switches
- Hardware knowledge/experience: Lucent DSLAM
- Hardware knowledge/experience: Total Control 1000 RAS
- Hardware knowledge/experience: HP Ethernet switches
- Hardware knowledge/experience: Lucent, Cisco or other SONET devices
- SNMP knowledge, including working knowledge of MIB/OID definitions.
- Experience with monitoring/metering software.
- Basic network security, including log-file, netflow and access list maintenance/analysis.
- Basic shell and PERL scripting.
- Basic UNIX command line navigation and use.
- Advanced operating system knowledge
- Project management

Supervisory/Management Responsibilities:

- This position has no direct reports, but may occasionally include task delegation to customer support staff.
- Project Management, intra-departmental and inter-departmental coordination. Level I Field Engineers may become involved in small individual projects from start to finish. They will work with the Network Field Engineering Manager or project leader on requesting the necessary resources. During the project, they may be following up with customer support staff on tasks (with the approval of the Network Field Engineering Manager).

Working Conditions:

- Primarily normal office environment with moderate exposure to noise, dust and temperature.
- When required, ability to lift up to 50 lbs.
- Position requires excessive use of telephone, keyboard, and monitor to perform regular functions of the job.
- Travel to other locations is required and at times frequent.
- Significant Verizon CO and GWI data-center environment work with exposure to higher noise levels, dust, and ladder work (up to 12ft). Also includes exposure to low-voltage, high amperage DC power systems.