

Role Code:	FTE001		
Job Family:	OPERATIONS	Discipline:	FIELD SERVICES
Role Title:	FIELD SERVICE ENG	Reports to (role):	Head of Operations.
Roles that typically report to this role:	Team Members	Example job titles covered by this role profile:	SME System & Application Engineer

Purpose Of Role:

Responsible for Services associated with Field Installation and Support for customer facing contracts. Once the Sales teams has closed and secured a Purchase Order, the customer is handed over to Operations/Technical Services. Part of the role is to manage the customer, whilst creating a professional project environment. This will be from project inception, through installation of the solution, including test runs, problem resolution and potential escalation of technical issues. Project conclusion will require fully documented reports. The ability to manage customers' expectations and drive senior 'C' level escalations is mandatory.

In additional, Field Service Eng role is one of a Uwinloc Subject Matter Expert (SME) positions. As such the individual will be expected to provide high level technical assistance and expertise, combined with consulting and analysis skills. This role holder will have access to and be expected to leverage the extensive experience of the relevant Uwinloc technical communities in order to discharge them from these responsibilities, thus ensuring knowledge sharing extending beyond the functional boundary of the role.

English fluency is mandatory, as is the need to interact with customers, partners and sales teams at all levels for problem resolution as well as potential upsell scenarios.

It is envisaged that the role will require 70-80% business travel, managing services and customer on location across Europe for installation of the Uwinloc solutions. The 20% balance will be either at Uwinloc's HQ in Toulouse or operating from home.

Key Responsibilities:

- ❑ To provide Field Services & Installation advice about Uwinloc contracts if expected.
- ❑ To provide Service, Support & Consulting Expertise on projects, carrying out elements of research, analysis and/or delivery.
- ❑ To provide training and support to Integrators partners
- ❑ To provide Operational support ensuring installation success against success criterion
- ❑ To provide support for the delivery of specific components of projects.
- ❑ Share expertise and views with peers and ensure knowledge transfer.
- ❑ Leadership, ownership and accountability are expected to successfully manage projects
- ❑ When expected, provide on the job hands-on training to other team members.
- ❑ Advanced technical skills to install / support are mandatory.
- ❑ To use the relevant Uwinloc Tech professional community framework to raise their skills and those of their team to the recommended standard.
- ❑ Resilience needs to be incorporated between team members.
- ❑ Innovation, Inspiring / reviewing requirements and creating solutions are expected.

Business Impact:

- ❑ Contribute up to date detailed technology know-how to projects & activities.
- ❑ As a customer facing role act as an ambassador and contribute to make the vision and advancement of Uwinloc's Operation best in class.
- ❑ Would generally act under supervision, but may be required at times to work in isolation and take independent professional decisions to restore critical business functionality.
- ❑ Provides accurate completion & delivery of supervised work.

Authority/Decision Making:

- ❑ Completes own role independently or with minimal supervision/guidance.
- ❑ Uses discretion in identifying & resolving complex problems and assignments.
- ❑ Specific instruction is usually given and work is reviewed at frequent milestones.
- ❑ Determines when problems should be escalated to a higher level (senior level)
- ❑ Ability to determine the delegation to team members that report to the role.
- ❑ May have some budget responsibility vs customer's PO & Sales requirement.

Qualifications:

- ❑ Typically engineering/science degree or has served a technical apprenticeship
- ❑ A minimum of 5 years of relevant professional experience in system installation expected
- ❑ Solid IT Background (Expert mode) will be expected.
- ❑ Language / Required Skills:
 - Unix language → intermediate level
 - SQL language (design mode) → intermediate level
 - MySQL application → intermediate level
 - Optional Skills → JIRA Suite
- ❑ SharePoint skills
- ❑ Good Relationship / Ownership
- ❑ Project Management methodology

Skills/Experience:

Technical skills expected from Uwinloc:

- ❑ Knowledge / skilled in radio frequency, Electronic and mechanic.
- ❑ Unix Administration / VM Linux / Shell Bash
- ❑ Use & knowledge in database / SQL query creation (ei : Postgres)
- ❑ Know / use performance tools (ex : Grafana)
- ❑ Skilled in Network (Routing & Switching)
- ❑ Demonstrates competence in own area and may still be acquiring higher level skill.
- ❑ Typically works with moderate guidance in own area of knowledge.
- ❑ Deep knowledge/skills in one area or broadens ability over a variety of skills.
- ❑ Applies knowledge/skills to a variety of standard day to day activities.
- ❑ Identifies unusual technical problems
- ❑ Responds to client requests in non-standard situations, and investigates all the facts.
- ❑ Understands the key business drivers; and uses this knowledge to focus own work.
- ❑ Works to control costs related to own work.
- ❑ Identifies the problem and all relevant issues in straightforward situations; is able to generate possible solutions and assess each using standard procedures, leading to a sound decision.
- ❑ Prioritises and organises own work to deliver to agreed deadlines.
- ❑ Probes and listens carefully.
- ❑ Able to present information clearly and in an appropriate style to make technical information clear.
- ❑ Persuades others in straightforward situations.
- ❑ Able to contribute actively in team activities, sharing experience and ideas.
- ❑ Builds productive relationships internally and externally.