

Job title:	Satellite Communication (SATCOM) Field Service Representative (FSR)
Department:	Government
Location:	Tampa, Florida and OCONUS
Supervisor:	Technical Operations Manager
FLSA:	Exempt

JOB DESCRIPTION

Job purpose:

The Satellite Communication (SATCOM) Field Service Representative (FSR) purpose is to perform the efficient operations, maintenance and management of worldwide satellite communications equipment & network for NIC4 customers. Responsible for providing onsite and remote technical support 24/7, for the purpose of installation, repair, and maintenance of terrestrial systems and satellite earth stations/VSAT terminals, as well as any other satellite communication hardware sold and supported by NIC4. External Work sites are in fixed and stabilized environments at customer locations, located anywhere in the world. Possessing cross-discipline skills in Command, Control, Communications, and Computer Systems and Systems Engineering methodologies.

Duties and responsibilities:

- Assist the development of capabilities for various effects related to satellite communication technologies through manipulation of all layers of the OSI network model (Physical to Application)
- Network performance data collection, analysis, and performance optimization
- Small scale network design and optimization
- Perform Site Surveys as required
- Install VSAT terminals into and onto customer facilities
- Provide technology service and support to our customers
- Conduct initial user familiarization training with the customer
- Prepare as-built documentation
- Train end users on the operation and troubleshooting of the terminal
- Ensuring customer satisfaction at the highest level
- Determining the best location for terminal installations
- Maintain inventory of parts and tools
- Work with engineering to create creative solutions for unique customer challenges
- Interface with vendors and suppliers to develop technical solutions and cost models, understand new technologies and the implementation of those solutions and technologies
- Strategic and tactical satellite communications systems design, development, integration and implementation
- Technical solution development for a wide variety of communications systems that include SATCOM, Microwave, Terrestrial/Copper, Fiber Optic, Wi-Fi, power and ancillary equipment

- Deploy and maintain WAN, LAN, Wireless, Voice and Video solutions and networks including servers, routers, switches, gateways and related hardware, including software upgrades and equipment configurations.
- Troubleshoot escalated issues to identify and repair complex network issues for WAN, LAN, Voice, Video, Internet connections and end-user issues
- Communicate and coordinate network maintenance, operational status, and downtime to users and management
- Define the end-to-end project technical requirements that have high impact to the organization and ensure the detailed design and development remain consistent with the strategies.
- Ability to work closely with the NI VSAT Product Management team for the benefit of NIC4 and their customers' requirements.

Qualifications:

- Extensive knowledge of at least one of: satellite communications; U.S. Government contracting; military and/or ISR; and top level sales leadership of technical solutions. Satellite communications industry and U.S. Government contracting experience are definite assets
- Electrical, Satellite Communications, Telecommunications Systems or related field with a minimum of 4 years of experience or equivalent 10 years of experience and/or military training
- Experience with UHF/VHF/HF radio systems, SATCOM equipment, cryptographic equipment, RF Test Equipment (oscilloscopes, power meters, spectrum analyzers, multi-meters), basic electronic principles, and basic knowledge of networking equipment is required.
- CCNA certification preferred, including a minimum of 5 years of experience with data network expertise including LAN/WAN technologies, TCP/IP networking and routing, switching and VoIP/voice protocols
- Understanding of WAN Technologies and Routing Protocols – EIGRP, OSPF, BGP, VRFs, as well as network services including: DNS, NTP, Syslog, and SNMP along with Troubleshooting and Problem Analysis skills
- Solid written and verbal communication skills required
- Solid time management and organizational skills as well as the ability to multi-task in a fast-paced environment
- Experience with Military and commercial satellite constellations and ground station equipment
- Must be able to work 24 X 7 on call, being capable of following company guidelines in making independent decisions in a multi-tasking work environment.
- Personal Characteristics: problem solving, strategic thinking, results driven, customer focus, a team player
- Must be committed to self-development including lifelong learning, regardless of their formal education
- Must consistently display good team working, organizational and interpersonal skills, with the ability to work comfortably with customers and co-workers
- Must be able to convey complex technical issues equally to skilled and unskilled individuals.
- Must be able to obtain and maintain a U.S. Secret level personnel clearance
- A willingness to embrace and live the core values of Network Innovations

Direct reports:

- N/A

Working conditions:

- This position does not have regular work hours or a regular schedule. The incumbent must be available 24/7 x 365, within reason, to advance their team and the organization. The position operates in an OCONUS professional office environment, however, there may be occasions to be 'in the field' which may include harsh or dangerous physical conditions. This role routinely uses standard office equipment and software.
- Travel required (up to 75%) CONUS and OCONUS to customer locations located anywhere in the world for onsite support and installation
- Maintain the proper up-to-date documents in order to travel on short notice for CONUS and OCONUS

Physical requirements:

- Able to transport or lift tools and/or equipment weighing up to 100lbs, while wearing body armor for extended periods of time when required, weighing up to 50lbs
- An ability to travel extensively and on a global basis. A valid passport without restrictions.
- Travel to dangerous, hostile or combat militarized zones embedding with military forces for extended periods of time; days, weeks, and months
- Emergent Requirements Support: 24/7 operations, in support of emergent requirements responding to world events

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.

I have reviewed the content of this job description:

Employee's Signature

Employee Print Name

Date

Supervisor Signature

Date

Human Resources /Payroll Representative.