



## Westica Communications Limited

### Job Vacancy.

<b>Job Title:</b>	Technical Support Engineer
<b>Functional Group:</b>	Engineering
<b>Reporting to:</b>	Technical Director
<b>Location:</b>	Office based

#### Outline Job Description

Reporting to the Technical Director, this is a “hands on” technical role involving both desk and field based activities with a high level of customer contact. As part of the Westica engineering team, the Technical Support Engineer will be expected to contribute to the network design, build and maintain service that we offer our customers. This will require working with existing customers to resolve technical issues as well as working with the sales team to design, and propose new customer solutions and answer tenders. The role also requires the use of a range of software radio network planning tools to design and analyse performance of radio networks. The role will include field visits to customer sites both in the UK and abroad.

#### Specific Duties of role

- Support customers by answering their technical questions- telephone, e-mail, in person, and via WEB logins.
- Take part in the company helpdesk rota
- Travel to customer sites in both UK and overseas to troubleshoot problems, install and commission equipment and project manager install activities. (this may require at heights work and specific customer site training/security clearances)
- Supervise sub-contractors during installations
- Carry out detailed RF planning using planning tools
- Setup and configure equipment in the Westica factory, setup customer demonstration networks
- Be one of the company’s network design experts in customer network design, training, configurations, fault finding etc
- Work with the account team on pre-sales activities, tender responses,
- Work with the account team to ensure customer satisfaction

#### Pre-requisites

A degree or HNC level in an engineering discipline

Current driving licence

Post qualification training in wireless, networking and Ethernet technologies

Proven track record working with telecom and wireless equipment in the UK and preferably overseas.

Practical experience of microwave radio systems – desirable but not essential as training will be given

Able to work on own from a remote site.

Ability to work as part of a close knit team with personality and knowledge sufficient to build excellent rapport with technical customers

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