

Job Description

Position Title:	Field Technician
Department:	Operation
Grade Level:	N/A
Location:	Kono, Kabala
Reports to:	Regional Manager
Provides supervision to:	N/A
Position currently held by:	

Duties and Tasks	
1.	Perform customer support tasks
2.	Perform all on-site activities related to troubleshooting, installation, repair, technical service equipment, and maintenance
3.	Identify all issues, share them with the technical team, suggest, implement and solve them applicably
4.	Check and update field automation systems and databases
5.	Adhere to the company's given rules and regulations
6.	Team up with colleagues and other team members
7.	Make appropriate recommendations and briefing on repairs, diagnostics, and equipment specifications
8.	Build relationships and trust with customers and clients
9.	Analyze the telecommunication market and determine all tools and equipment requirements for clients
10.	Administer efficient repair of data wiring and connectors
11.	Perform integrity tests on data network installations with the help of LAN test equipment
12.	Other related duties as assigned by management

Competencies

- Familiarity with mobile tools and applications.
- Ability to manage and preserve technical equipment.
- Ability to think critically and solve problems.
- Ability to work as part of a team
- Excellent interpersonal skills.
- Ability to communicate appropriately in English
- Excellent time management skills.
- Mechanical and electrical skills.

Physical and sensory demands

Job Description

- Physically fit and able to work with heavy equipment
- Ability to walk/stand on concrete for prolonged periods of times
- Ability to bend, kneel and work with arms raised for extended periods
- Ability to perform repetitive tasks; manual dexterity
- Vision abilities required include close, distance, and depth perception

Qualifications:

- Technical degree or certification in engineering, electrical and electronics engineering technology, equipment maintenance engineering, or related fields

Resource Requirement

- Modular Adapter, Laptop computer, Motorbike, etc.

Working Environment/ Conditions:

- Work within Freetown and some other parts of the provinces within Sierra Leone
- Travel, flexible shifts and changing work environments

Accepted by:

Employee (printed)

Signature

Date

Operation Manager (printed)

Signature

Date

Country Director (printed)

Signature

Date