







## Job Description

Job Title: Field Engineer  
Department: Support Team  
Reports to: Field Manager  
Location: All locations as required by the Company

### Our Values

-  We specialise in the systems and needs of our clients
-  We are authentic in our consistent desire to help, educate and communicate
-  We aspire to learn and improve everyday
-  We will always be supportive of our clients, team and community

### Our Vision

By 2018, we aim to set the industry-recognised benchmark for managed IT services within dynamic, 24x7 industries. This will be delivered by a premier team of problem solvers, resulting in a 97% customer service score and a 15% increase in turnover above our current organic growth.

### The Mission








To go above and beyond the expectations of our clients, the industry and ourselves by always listening to what we hear, challenging what we see and communicating what we think.

### Job Overview

Field Engineers represent the most recognisable, client-facing members of the team and are responsible for assisting 1<sup>st</sup>, 2<sup>nd</sup>, Project and all other teams to solve technical problems that require onsite support. Field Engineers also perform any scheduled site visits as well as providing remote support when required.

Field Engineers are also responsible for reviewing the work completed by all other teams in order to best manage their time and the client's expectations. If a Field Engineer cannot determine a solution, they are responsible for escalating this issue using internal guidelines. The individual in the role is accountable for setting the internal standards in customer service, communication, delivery, record keeping, reliability and time management.

### Responsibilities

-  Provide excellent customer experience at all times
-  Respond efficiently to support requests coming from all channels
-  Accurately classify and log tickets using our internal ticketing system
-  Accurately keep tickets up to date, informative and clear on the CSM
-  Accurately check in, check out and add time entries to the CSM
-  Provide an effective and proactive escalation point for 1<sup>st</sup> and 2<sup>nd</sup> Line Support teams and any other channel as directed by management
-  Provide 1<sup>st</sup> and 2<sup>nd</sup> line support as and when required

- 🔗 Take time to review user and ticket history before attending to any escalated request
- 🔗 Deal with Field assigned tickets, providing assistance in person or via phone or email as required
- 🔗 Escalate as and when required using internal guidelines
- 🔗 Liaise with partners and third parties companies to resolve client's issues
- 🔗 Ensure client communication is prioritised
- 🔗 Be the main point of contact for all assigned clients
- 🔗 Conduct personal queue and ticket triage
- 🔗 Conduct workshop tasks as assigned by team leader or manager
- 🔗 Conduct in-house IT support for internal users as and when required
- 🔗 Conduct onsite work as and when required (such as onsite support, project support/assistance, system deployment, etc.)
- 🔗 Ensure all alerts from our proactive tools are actioned within the agreed SLAs
- 🔗 Create reference articles on the Cardonet Wiki
- 🔗 Undertake any other duties as requested by the Field Manager, Helpdesk Manager, Operations Director or Managing Partners
- 🔗 Participate in our internal development program (Cardonet University and Technical Forum, etc.)
- 🔗 Attend meetings as required

Team Member:

On behalf of Cardonet:

Name \_\_\_\_\_

Name \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_